# *VerifyNow!* User Manual

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# Introduction

Welcome to the *VerifyNow!* User Manual. This manual was written for coworkers at Roth Staffing Companies who will be using the Company's proprietary *VerifyNow!* system! This manual provides guidance on the form processes and outlines the rules and responsibilities for our coworkers who are enrolled to use *VerifyNow!*.

Our *VerifyNow!* product performs two **separate** functions seamlessly: (1) it is an electronic Form I-9 process and (2) the information input from the electronic Form I-9 is automatically routed and linked to the Department of Homeland Security's (DHS) EVerify database. Thus, our coworkers using *VerifyNow!* are filling out a Form I-9 **and** running an E-Verify on newly hired employees in **one** transaction. Because we as a company are utilizing a direct link to the DHS's E-Verify system, all users must follow the guidelines set forth in the Memorandum of Understanding (MOU) and rules and responsibilities outlined in the DHS's E-Verify User Manual (available on RothNET > Library > Browse the Document Library > Branch Operations > E-Verify - VerifyNow! > User Guides > E-Verify User Manual) and this *VerifyNow!* User Manual.

Definitions

**Form I-9**: the electronic version of the Employment Eligibility Verification (Form I-9 or I-9 Form).

**E-Verify**: the internet based system operated by the Department of Homeland Security (DHS) in partnership with the Social Security Administration (SSA) that allows participating employers to electronically verify the employment eligibility of newly hired employees. E-Verify works by electronically comparing the information on an employee's Form I-9 with SSA and DHS records to verify the identity and employment eligibility of each newly hired employee.

***VerifyNow!***: Roth Staffing Companies' proprietary system which is an electronic Form I-9 that automatically routes information and links to the E-Verify database to run an E-Verify on each newly hired employee. The use of *VerifyNow!* requires the collection of Personally Identifiable Information (PII). It is essential to protect the privacy of individuals that submit information to be processed through E-Verify. It is your responsibility to ensure that all personal information collected is safeguarded and used only for the purpose of verifying eligibility to work. Failure to properly protect individuals' information can result in identity theft or fraud and can cause considerable inconvenience, harm, or embarrassment to the individuals affected. At a minimum, take the steps outlined in the Privacy Guidelines Overview to protect personal information and comply with the appropriate regulations.

Privacy Guidelines Overview

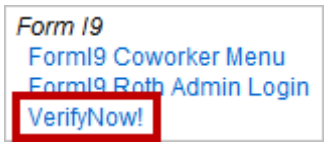
- Allow ONLY authorized employees to use *VerifyNow!*.
- Ensure that only the appropriate employees handle information and create cases.
- SECURE access to *VerifyNow!*.
- Protect the password you use to access *VerifyNow!* and ensure that unauthorized users do not gain access to *VerifyNow!*.
- PROTECT and STORE individuals' information properly.
- Ensure that employees' information is stored in a safe and secure location and that only authorized individuals have access to this information.
- Discuss *VerifyNow!* results in PRIVATE. Specifically ensure that Tentative Nonconfirmation and Final Nonconfirmation results are discussed with the employee in private.

# Basic Navigation

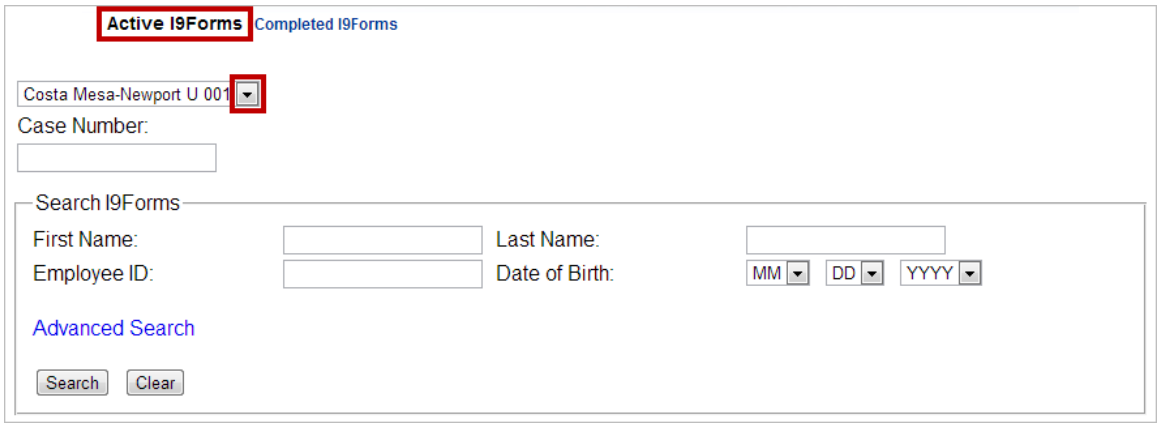
## Accessing a Form I-9

1. To access the online Form I-9s, go to http://www.rothstaffing.net/ and log in with your username and password.

2. Go to Access Me and click **VerifyNow!**.



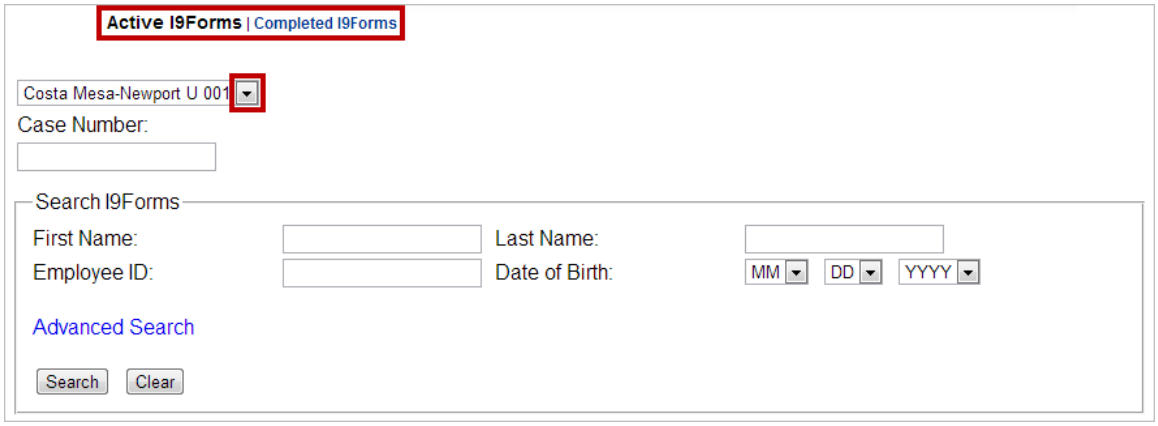

3. Click on the **Active I9Forms** tab and select your branch from the dropdown menu.




4. This will generate a list of active Form I-9s for your branch sorted alphabetically by last name. Along with the employee's name and last four digits of the social security number is a list of actions from which you can choose.

## Searching for a Form I-9

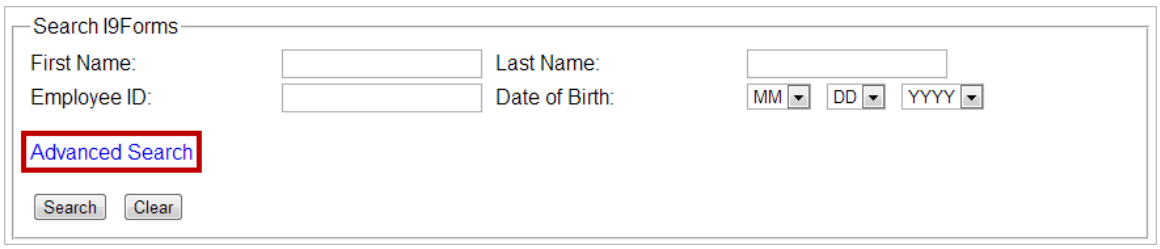
1. To search for a Form I-9, select whether you are searching for an active or completed Form I-9 and select your branch from the dropdown menu.



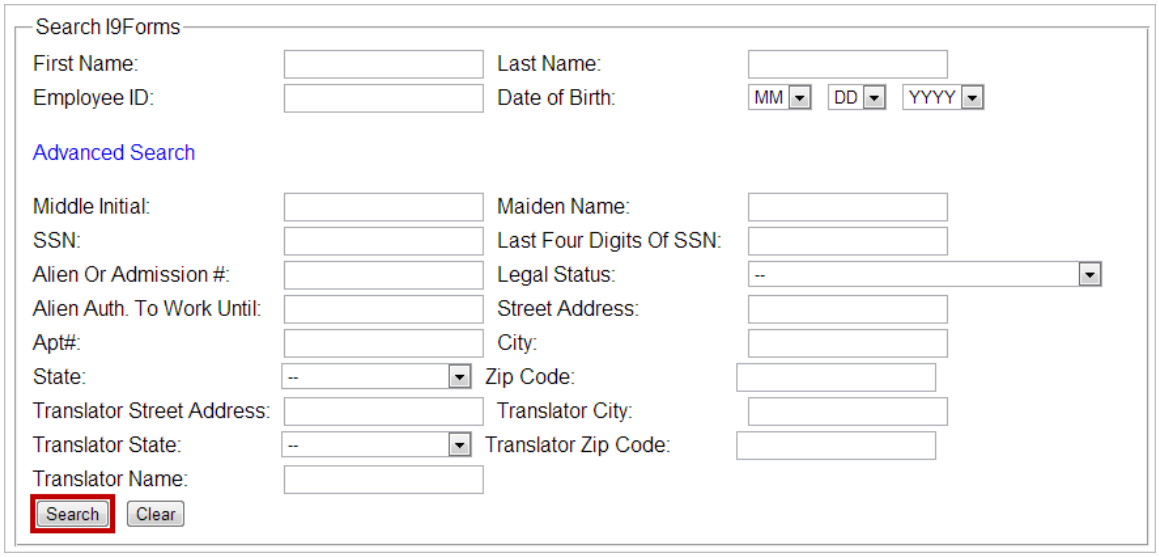

2. Enter search criteria in the applicable fields. When complete, click **Search**.

**NOTE**: Employee ID ONLY refers to old Form I-9s that were transferred over to the electronic system on 12/16/2011. You will NOT be able to use this field to find any new Form I-9s you create after 12/16/2011 since the new system does not allow you to input any Employee ID information. Employee IDs should only be referenced for past Form I-9s and should not be used after 12/16/2011.

3. Click the **Advanced Search** button if you would like to use more specific criteria when searching Form I-9s.



4. Enter the appropriate data for each field and click **Search** to find Form I-9s that meet those criteria.



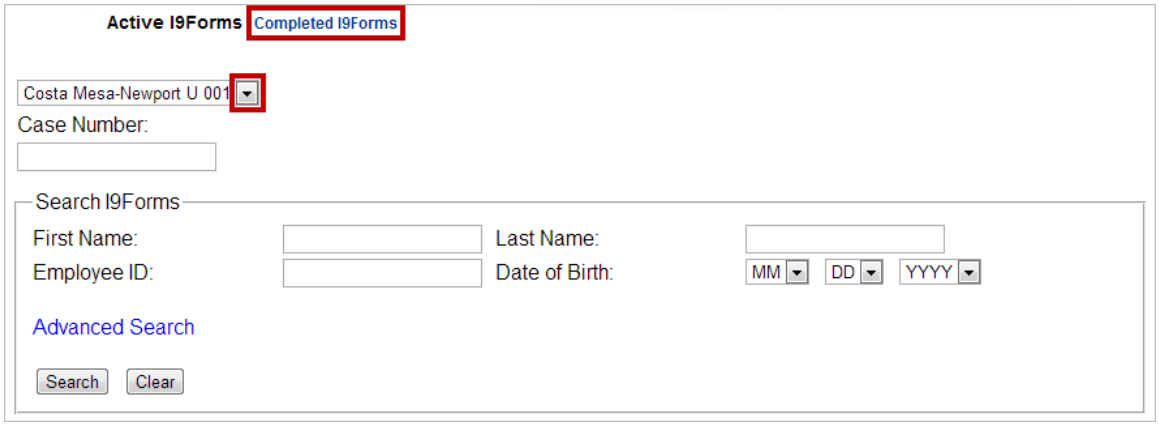

## Viewing, Printing and Saving a Form I-9

1. Locate the Form I-9 that you would like to view, print, or save and click **View/Print** under the **Action** column. This will open an electronic version of the Form I-9 for you to view.

2. Depending on the internet browser that you use, click either the print or save button at the top of the screen or in the toolbar that appears. You can print and save both an “active” (non-verified) form and a completed form in this way.

# Getting Case Details

1. To view the case details for a completed Form I-9, click on the **Completed I9Forms** tab and select your branch from the dropdown menu.




**NOTE**: You can only use this action for a completed form, so it only appears under the **Completed I9Forms** tab.

2. Locate the Form I-9 for which you would like to see more detailed information, such as how the form was processed, and click **Get Case Details**.

3. This option gives detailed information about how the form was submitted; whether the employee was authorized, referred to the SSA, or went through photo verification; the employee's eligibility and DHS results; as well as any notes made during the process. Like the "View" function, you can only use this option under the **Completed I9Forms** tab.

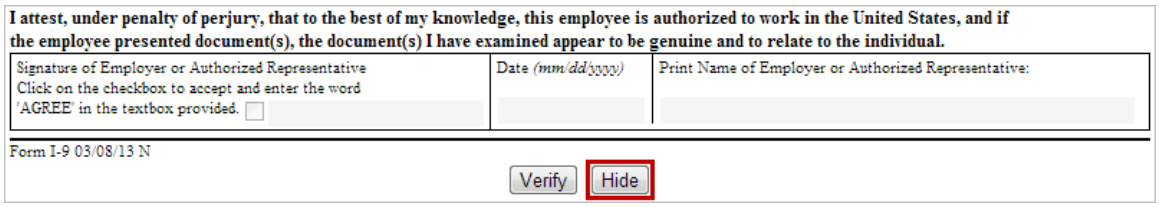
4. From the Case Detail screen, click **Back** to return to the list of Form I-9s, or click **Print** to open a printer-friendly version of the case details.

**NOTE**: You cannot edit a form once it has been submitted. The "Get Case Details" option only allows you to view and print the information submitted, and should be used for reference only.

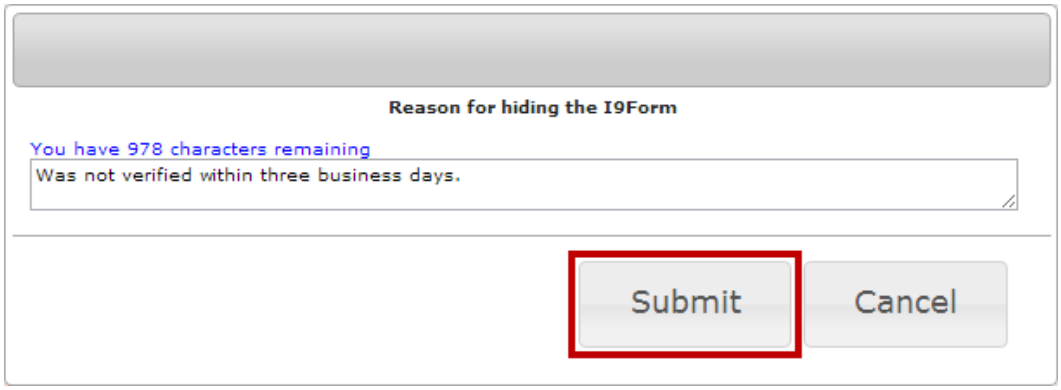
## Hiding a Form I-9

1. Hiding a Form I-9 means that the form no longer shows up in your **Active I9Forms** tab or **Completed I9Forms** tab. You should only hide a form if the information is inaccurate, incomplete, unverified after 3 federal government business days, or unverifiable for some other reason. To hide a form, locate the Form I-9 and click **Verify** or **Reverify**, depending on the case.

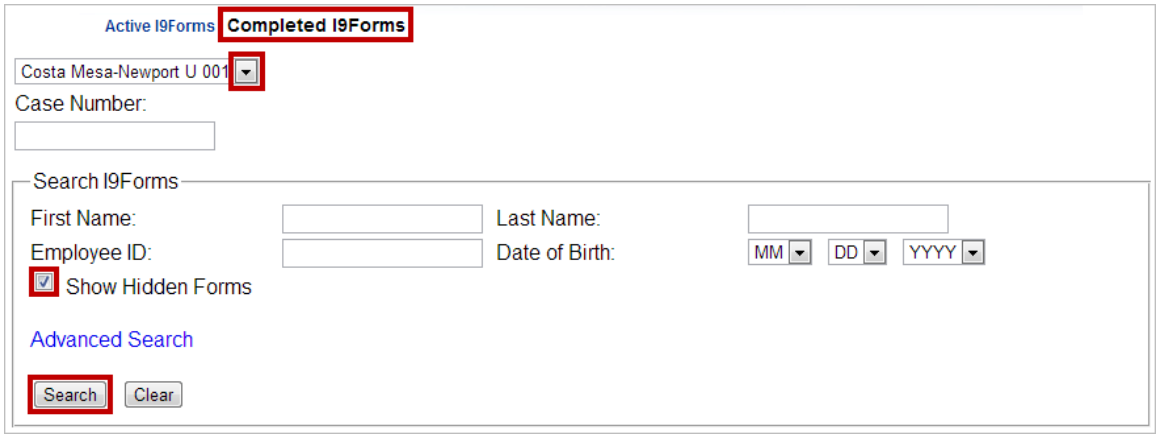
2. Scroll down to the bottom of the form and click **Hide**.


I attest, under penalty of perjury, that to the best of my knowledge, this employee is authorized to work in the United States, and if the employee presented document(s), the document(s) I have examined appear to be genuine and to relate to the individual.
Signature of Employer or Authorized Representative
Click on the checkbox to accept and enter the word 'AGREE' in the textbox provided.
Date (mm/dd/yyyy)
Print Name of Employer or Authorized Representative:
Form I-9 03/08/13 N
Verify
Hide

3. Enter the reason for hiding the form and click **Submit**. This field is required, and the explanation will appear in the Comments section of the form when viewed.



4. To access a hidden form, click the **Completed I9Forms** tab, select your branch from the dropdown menu, check the **Show Hidden Forms** box, and click **Search**.

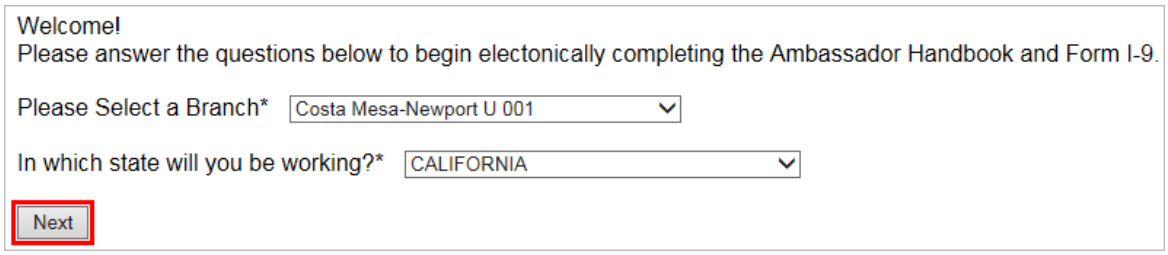



# Verification Process: Step by Step Instructions

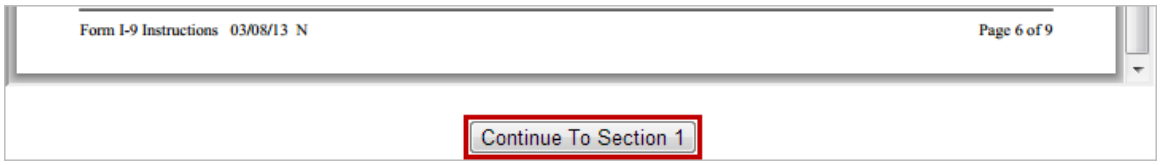
Newly hired employees must complete Section 1 of the Form I-9 in its entirety. Providing a Social Security number (SSN) on the Form I-9 is usually voluntary; however, our Company utilizes E-Verify and a case cannot be created in E-Verify through *VerifyNow!* without a SSN. Therefore, all newly hired employees including seasonal, temporary, and rehires MUST have a SSN. If a newly hired employee does not have an SSN, he or she must obtain one from the SSA.

## 1. Have the Employee Fill out Section 1 of an Electronic Form I-9

1. Use the desktop shortcut or go to https://i9.rothstaffing.com/ for a new electronic Form I-9.
2. Have the employee select the branch and the state in which he or she will work and click
3. Select your branch from the dropdown menu and click **Next**.


Welcome!
Please answer the questions below to begin electonically completing the Ambassador Handbook and Form I-9.
Please Select a Branch*
Costa Mesa-Newport U 001
In which state will you be working?*
CALIFORNIA
Next

4. Have the employee read through and sign the Ambassador Handbook, read through the Form I-9 instructions, and click **Continue to Section 1** when complete.



5. This will open a blank Form I-9 for the employee to fill out. Have the employee fill out his or her name, contact information, birth date, and Social Security Number in the first section of the form.

**Section 1. Employee Information and Attestation** *(Employees must complete and sign Section 1 of Form I-9 no later than the **first day of employment**, but not before accepting a job offer.)*

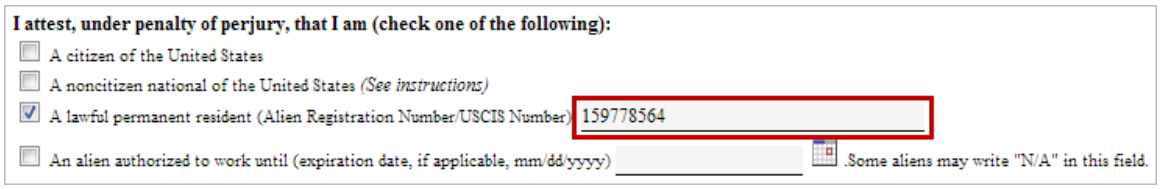
| Last Name *(Family Name)* | First Name *(Given Name)* | Middle Initial | Other Names Used *(if any)* |
|---|---|---|---|
| Smith | Sally | | |

| Address *(Street Number and Name)* | Apt. Number | City or Town | State | Zip Code |
|---|---|---|---|---|
| 1234 Main Street | | Orange | CA | 92868 |

| Date of Birth *(mm/dd/yyyy)* | U.S. Social Security Number | E-mail Address | Telephone Number |
|---|---|---|---|
| 01 / 01 / 1970 | 123 - 45 - 6789 | ssmith@email.com | 1234567890 |

**NOTE**: When entering his or her address, the employee has the option of selecting "Canada" or "Mexico" from the State dropdown menu. Both email address and telephone number are optional fields, and the employee can opt to leave these fields blank. If the employee enters an email address, he or she will receive email notifications from the USCIS throughout the verification process.

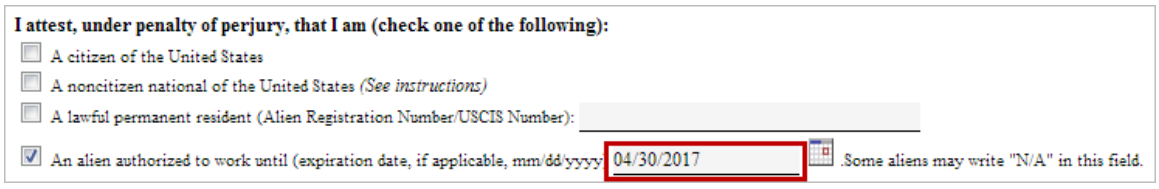
6. The employee must select their citizenship status by checking the correct box. If the employee selects "lawful permanent resident", they must enter their alien registration number in the adjoining field.



**I attest, under penalty of perjury, that I am (check one of the following):**

- ☐ A citizen of the United States
- ☐ A noncitizen national of the United States *(See instructions)*
- ☑ A lawful permanent resident (Alien Registration Number/USCIS Number): 159778564
- ☐ An alien authorized to work until (expiration date, if applicable, mm/dd/yyyy) _____ Some aliens may write "N/A" in this field.

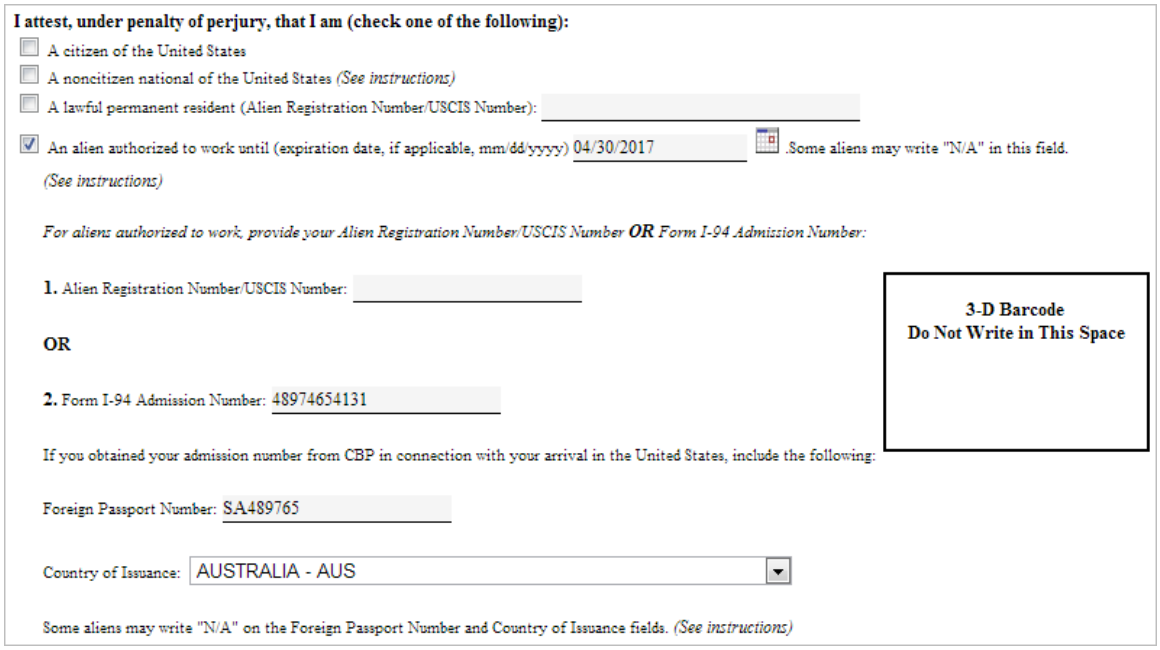
If the employee selects "alien authorized to work", they must enter the date in the adjoining field. If their authorization does not have an expiration date, they must enter "N/A".



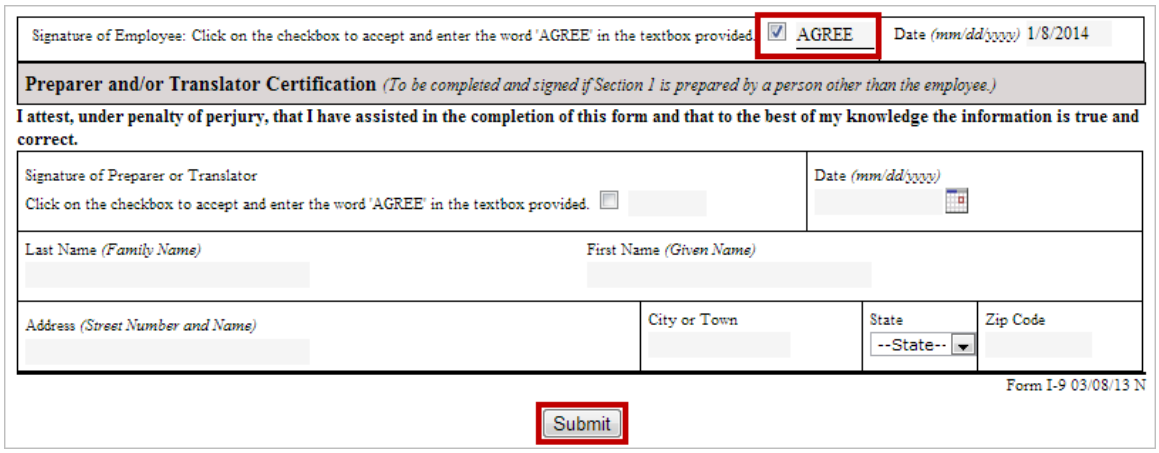
**I attest, under penalty of perjury, that I am (check one of the following):**

- ☐ A citizen of the United States
- ☐ A noncitizen national of the United States *(See instructions)*
- ☐ A lawful permanent resident (Alien Registration Number/USCIS Number): _____
- ☑ An alien authorized to work until (expiration date, if applicable, mm/dd/yyyy) 04/30/2017 Some aliens may write "N/A" in this field.

If the employee selects “alien authorized to work”, they must also enter either their alien registration number or their Form I-94 admission number. If they enter a Form I-94 admission number *and* they received the number from Customer Border Protection (CBP), they must enter their foreign passport information. If they did not receive the number from CBP upon their arrival, then they must enter “N/A” in the foreign passport number field. This field cannot be left blank.

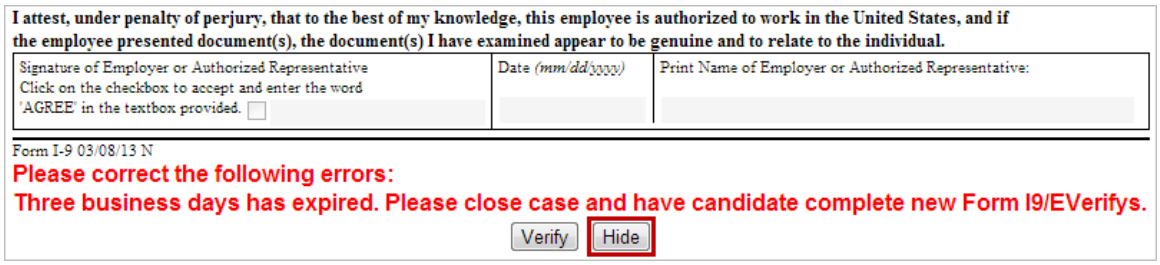

I attest, under penalty of perjury, that I am (check one of the following):
A citizen of the United States
A noncitizen national of the United States (See instructions)
A lawful permanent resident (Alien Registration Number/USCIS Number):
An alien authorized to work until (expiration date, if applicable, mm/dd/yyyy) 04/30/2017 .Some aliens may write "N/A" in this field.
(See instructions)
For aliens authorized to work, provide your Alien Registration Number/USCIS Number OR Form I-94 Admission Number:
1. Alien Registration Number/USCIS Number:
OR
2. Form I-94 Admission Number: 48974654131
If you obtained your admission number from CBP in connection with your arrival in the United States, include the following:
Foreign Passport Number: SA489765
Country of Issuance: AUSTRALIA - AUS
Some aliens may write "N/A" on the Foreign Passport Number and Country of Issuance fields. (See instructions)
3-D Barcode
Do Not Write in This Space

7. When the employee has entered all of his or her information, they must check the box, type “AGREE”, and click **Submit**.


Signature of Employee: Click on the checkbox to accept and enter the word 'AGREE' in the textbox provided. AGREE
Date (mm/dd/yyyy) 1/8/2014
Preparer and/or Translator Certification (To be completed and signed if Section 1 is prepared by a person other than the employee.)
I attest, under penalty of perjury, that I have assisted in the completion of this form and that to the best of my knowledge the information is true and correct.
Signature of Preparer or Translator
Click on the checkbox to accept and enter the word 'AGREE' in the textbox provided.
Date (mm/dd/yyyy)
Last Name (Family Name)
First Name (Given Name)
Address (Street Number and Name)
City or Town
State
--State--
Zip Code
Form I-9 03/08/13 N
Submit

## 2. Fill out section 2 with Documents Presented by Employee

Once an employee has submitted Section 1 of the Form I-9, employers have 3 federal government business days to verify employment eligibility. If you do not verify work eligibility within that time, the employee must fill out a new Form I-9. *VerifyNow!* will not allow you to submit a Form I-9 to the E-Verify database after 3 days; you will receive an error message that prompts you to hide the expired Form I-9. Hide the form as it is no longer valid and start a new Form I-9.

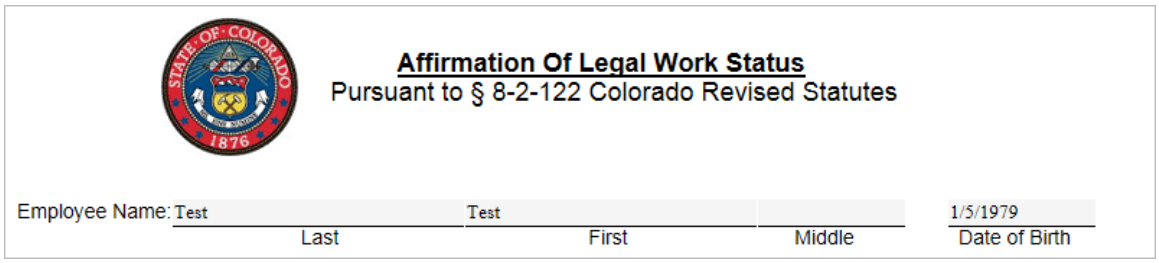

I attest, under penalty of perjury, that to the best of my knowledge, this employee is authorized to work in the United States, and if the employee presented document(s), the document(s) I have examined appear to be genuine and to relate to the individual.
Signature of Employer or Authorized Representative
Click on the checkbox to accept and enter the word 'AGREE' in the textbox provided.
Date (mm/dd/yyyy)
Print Name of Employer or Authorized Representative:
Form I-9 03/08/13 N
Please correct the following errors:
Three business days has expired. Please close case and have candidate complete new Form I9/EVerifys.
Verify
Hide

Employers must complete Section 2 of the Form I-9 in its entirety. To complete Section 2, the employer must examine documents that prove the identity and employment eligibility of the hired employee. The employer may not specify which documents from the list of acceptable documents on the Form I-9 an employee may choose to present.

To see a list of all employees whose forms need verification, click the **Active I9Forms** tab. All employees with "Verify" under the Action column need to have their employment eligibility verified. This means you have not seen their documents or filled in Section 2 of their forms yet.

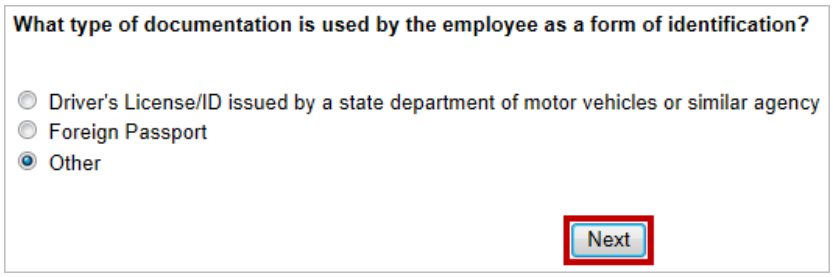
1. To complete Section 2 for a specific employee, use the Search I9Forms feature to find the employee's Form I-9. Click **Verify**.

2. If an employee is a Colorado resident, an additional screen will appear asking that you confirm the employee's information. Check each of the four boxes as you comply with each step. Once all four boxes have been checked, type **AGREE** on the Signature line, type in your job title, and confirm that the company phone number is correct. Finally, click **Submit**.




Please note that Colorado has a state-specific law that requires that we retain a photocopy of all documentation presented for Section 2 of the Form I-9 for all employee hired in Colorado. Please refer to the Frequently Asked Question section of this user manual for more information.

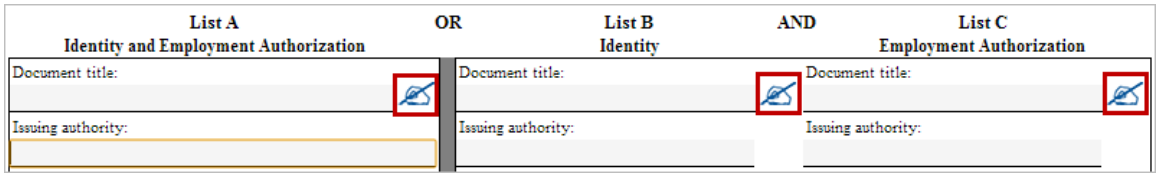
3. Select whether the employee is using a foreign passport as a List A document, a driver's license as a List B document, or neither by clicking the appropriate radio button and clicking **Next**.


What type of documentation is used by the employee as a form of identification?
Driver's License/ID issued by a state department of motor vehicles or similar agency
Foreign Passport
Other
Next

**NOTE**: If you select "Foreign Passport", you will also be prompted to enter whether the employee is a J-1 visitor or student. Select the appropriate radio button before clicking **Next**.

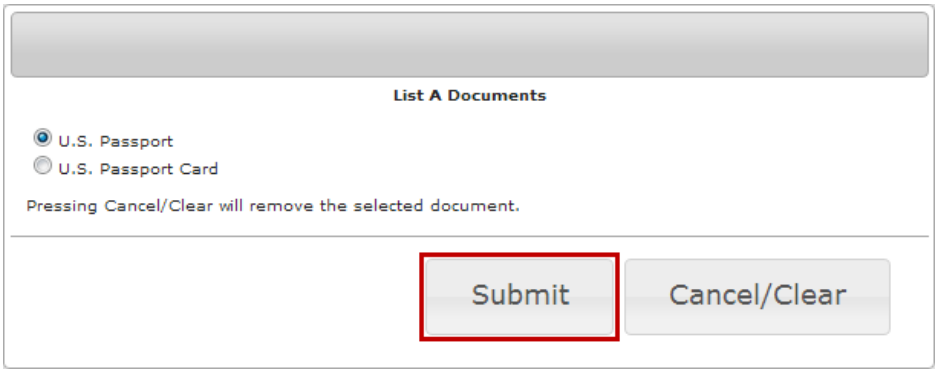
4. Scroll up to view Section 1 of the Form I-9 as completed by the employee. Section 1 of the form should already be filled out accurately for the employee. You CANNOT edit information in Section 1; if information is inaccurate you must close the case and have the employee fill out and submit a new Form I-9.

5. Fill out the appropriate document information under List A or List B and List C depending on the documents that an employee presents. To see a list of acceptable documents in each list, click on the button that is shaped like a hand holding a pencil.



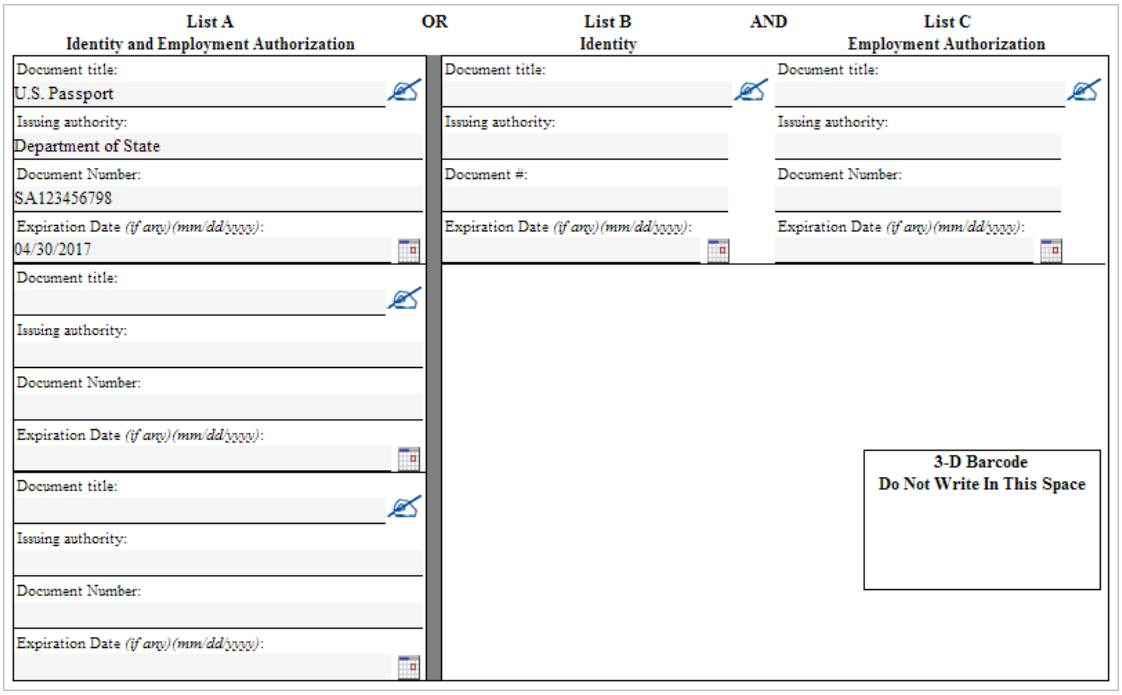

**NOTE**: An employer may accept one document from List A, which proves both identity and employment eligibility, or one document from List B, which proves identity, and one from List C, which proves employment eligibility.

6. If an employee presents a List A document, click the hand holding a pencil button. Select the document from the list by clicking the appropriate radio button and clicking **Submit**.



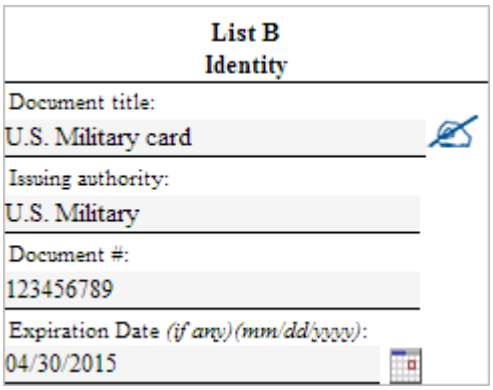
**NOTE**: The documents acceptable for List A will vary depending on which citizenship the employee selected: if the employee checked the "A citizen or national of the United States" box, then list A will give you the options of U.S. Passport or U.S. Passport Card; if the employee marked that they are "A lawful permanent resident" or "An alien authorized to work," a different list of acceptable documents will appear. The type of documentation selected during the questionnaire (whether the employee presented a driver's license, foreign passport, or other documentation) also affects the list of documents that appear.

7. Enter the rest of the document information accordingly, ensuring all information is accurate and matches the documents provided by the employee. There are three sets of List A document fields, but only the first set is required. The others are used in situations that involve foreign passport and visa documents that must be listed separately. For example, those with a J-1 student work visa who present List A documents will require document information be entered into all three sets of List A document fields. Besides these specific situations, these fields will be blank in MOST cases.

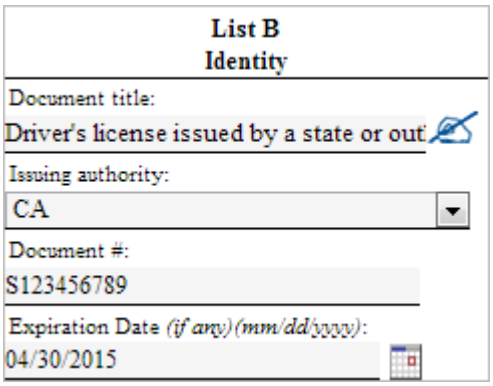



**NOTE**: The Issuing Authority field will differ depending on the citizenship the employee selected and the document type selected during the questionnaire. For example, if U.S. Passport is selected the field is free form, while it is a dropdown list of countries if a foreign passport is selected.

8. The List B column will differ depending on whether you selected that the employee is or is not using a driver's license. If you selected that they are not, use the hand holding a pencil button to select the appropriate document type and enter the rest of the document information, ensuring that all information is accurate and matches the documents provided by the employee.

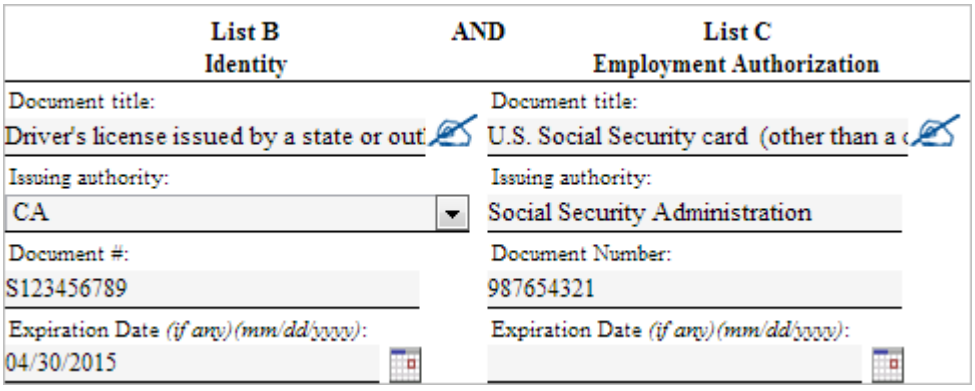



If you selected that the employee is using a driver's license, the List B fields are no longer free form but require that you include the state, the driver's license number, and the expiration date. Ensure that all driver's license information is filled out accurately and that it matches the information provided by the employee.




**NOTE**: It is required that all List B documents presented to an employer participating in *VerifyNow!* MUST contain a photograph.

9. If an employee presents a List B document, you must also require a List C document. Use the hand holding a pencil button to select the document type and then fill in the information accurately, ensuring the information exactly matches the information on the documents provided by the employee.

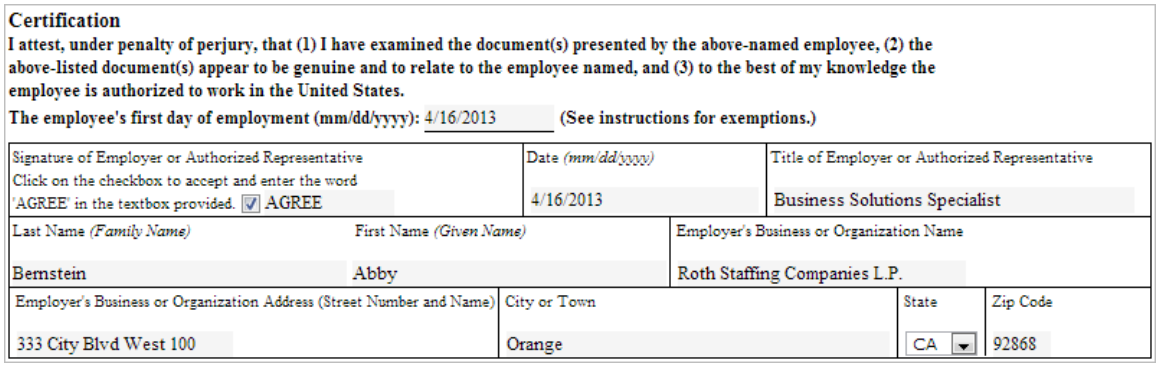


**NOTE**: If you select U.S. Social Security card as the document for List C, then you MUST fill in the document number in proper format (exactly 9 numbers with no dashes). Once the information is submitted, the form will encrypt the SSN to only show the last 4 digits when the document is viewed.

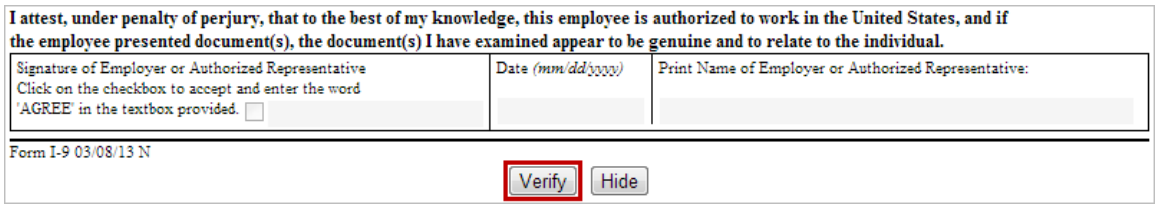
## 3. Enter Your Electronic Signature and Branch Address

After you have filled out all the necessary document information, you must provide an electronic signature stating that you have examined the documents and have ensured to the best of your ability that they are genuine and accurate.

1. Check the box and type **AGREE** in the field next to it in all capital letters. Then, type your full name in the **Last Name** and **First Name** fields along with your title. Ensure that the business fields represent your branch's address.

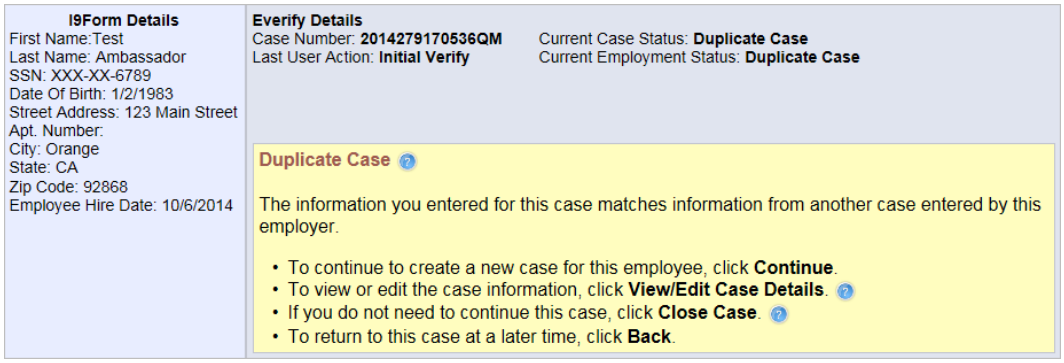

Certification
I attest, under penalty of perjury, that (1) I have examined the document(s) presented by the above-named employee, (2) the above-listed document(s) appear to be genuine and to relate to the employee named, and (3) to the best of my knowledge the employee is authorized to work in the United States.
The employee's first day of employment (mm/dd/yyyy): 4/16/2013 (See instructions for exemptions.)
Signature of Employer or Authorized Representative
Click on the checkbox to accept and enter the word 'AGREE' in the textbox provided. AGREE
Date (mm/dd/yyyy)
4/16/2013
Title of Employer or Authorized Representative
Business Solutions Specialist
Last Name (Family Name)
Bernstein
First Name (Given Name)
Abby
Employer's Business or Organization Name
Roth Staffing Companies L.P.
Employer's Business or Organization Address (Street Number and Name)
333 City Blvd West 100
City or Town
Orange
State
CA
Zip Code
92868

2. When all document information has been entered and your electronic signature is complete, click **Verify**.


I attest, under penalty of perjury, that to the best of my knowledge, this employee is authorized to work in the United States, and if the employee presented document(s), the document(s) I have examined appear to be genuine and to relate to the individual.
Signature of Employer or Authorized Representative
Click on the checkbox to accept and enter the word 'AGREE' in the textbox provided.
Date (mm/dd/yyyy)
Print Name of Employer or Authorized Representative:
Form I-9 03/08/13 N
Verify
Hide

# 4. Process Potential Duplicates

If E-Verify determines that it is possible the Ambassador whose case you are trying to verify has been verified by you or someone else at Roth Staffing Companies within the last 30 days, you will be directed to the Duplicate Case screen.


I9Form Details
First Name:Test
Last Name: Ambassador
SSN: XXX-XX-6789
Date Of Birth: 1/2/1983
Street Address: 123 Main Street
Apt. Number:
City: Orange
State: CA
Zip Code: 92868
Employee Hire Date: 10/6/2014
Everify Details
Case Number: 2014279170536QM
Last User Action: Initial Verify
Current Case Status: Duplicate Case
Current Employment Status: Duplicate Case
Duplicate Case
The information you entered for this case matches information from another case entered by this employer.
To continue to create a new case for this employee, click Continue.
To view or edit the case information, click View/Edit Case Details.
If you do not need to continue this case, click Close Case.
To return to this case at a later time, click Back.

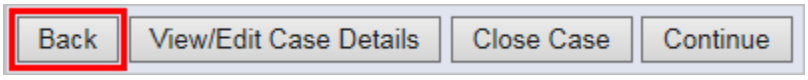
This screen provides a list of all cases created within the last 30 days that may be for the same Ambassador, and includes the following case information: status, case number, created date, social security number, hire date, and branch number.

| Status | Case Number | Created Date | SSN | Hire Date | Branch # |
|---|---|---|---|---|---|
| Photo Matching Required | 2014279165211PX | 10/6/2014 | ***-**-6789 | 10/6/2014 | Web |
| Photo Matching Required | 2014279161730ZZ | 10/6/2014 | ***-**-6789 | 10/6/2014 | Web |
| Photo Matching Required | 2014279160443ZC | 10/6/2014 | ***-**-6789 | 10/6/2014 | Web |
| Photo Matching Required | 2014279141606TA | 10/6/2014 | ***-**-6789 | 10/6/2014 | Web |

Review the case information listed to determine whether or not the case you are creating is a duplicate of a previously created case, and use the buttons at the bottom of the screen to act accordingly.

## a. Process Case Later

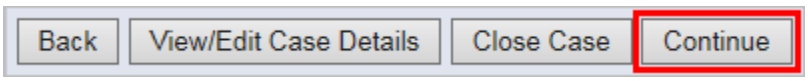
If you need to return to this case at a later time, click **Back**. The case will now have a status of "Action Required".



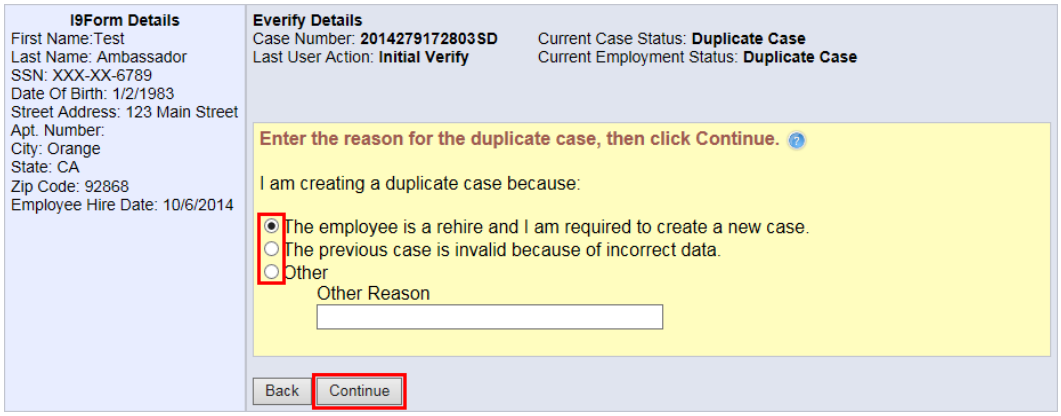

## b. Continue Verification

If the case is not a duplicate case, or if you have a valid reason for creating a duplicate case, follow these steps to complete the verification process:

1. Click **Continue**.



2. Use the radio buttons to select the reason for creating a case with duplicate Ambassador information, and click **Continue**.

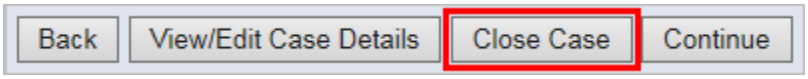

I9Form Details
First Name:Test
Last Name: Ambassador
SSN: XXX-XX-6789
Date Of Birth: 1/2/1983
Street Address: 123 Main Street
Apt. Number:
City: Orange
State: CA
Zip Code: 92868
Employee Hire Date: 10/6/2014
Everify Details
Case Number: 2014279172803SD
Last User Action: Initial Verify
Current Case Status: Duplicate Case
Current Employment Status: Duplicate Case
Enter the reason for the duplicate case, then click Continue.
I am creating a duplicate case because:
The employee is a rehire and I am required to create a new case.
The previous case is invalid because of incorrect data.
Other
Other Reason
Back
Continue

3. Continue with the case verification process as outlined in the rest of the User Manual.

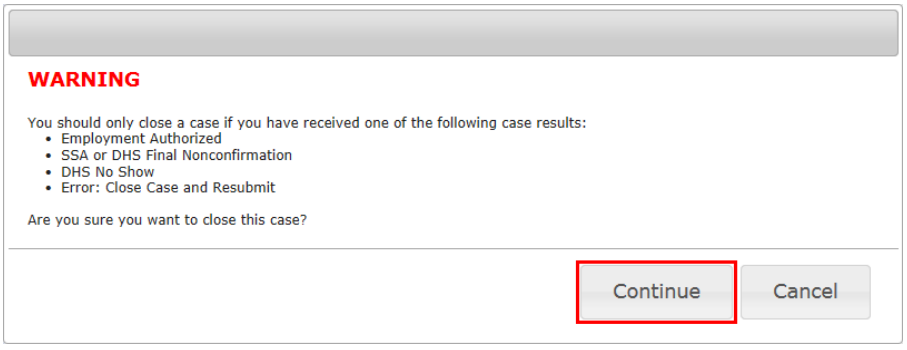
## c. Close Case

If the case is a duplicate, you must close this case. To do so, complete the following steps:

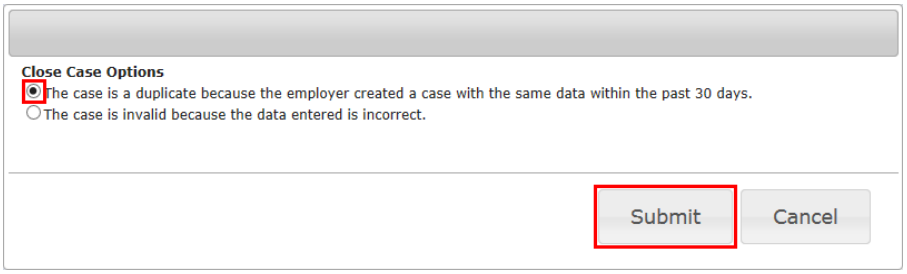
1. Click **Close Case**.




2. You will receive a warning message. Click **Continue** to proceed.


WARNING
You should only close a case if you have received one of the following case results:
Employment Authorized
SSA or DHS Final Nonconfirmation
DHS No Show
Error: Close Case and Resubmit
Are you sure you want to close this case?
Continue
Cancel

3. Use the radio button to select that the reason you are closing the case is that it is a duplicate, and click **Submit**.

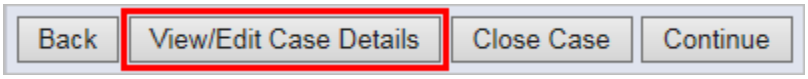

Close Case Options
The case is a duplicate because the employer created a case with the same data within the past 30 days.
The case is invalid because the data entered is incorrect.
Submit
Cancel

4. You will receive confirmation that the case has been closed.

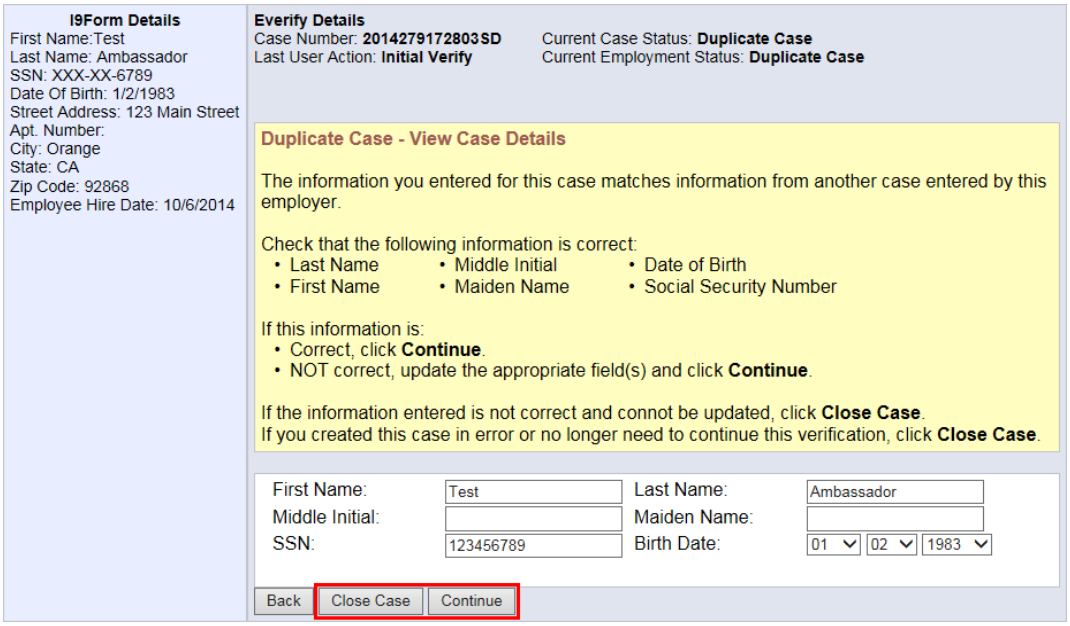
## d. Update Case Information

If you need to review the information to determine whether it is a duplicate, complete the following steps:

1. Click **View/Edit Case Details** to return to update the case information.



2. Review the information and click **Continue** or **Close Case** depending on whether you would like to continue with the case creation or like to close the case.


I9Form Details
First Name:Test
Last Name: Ambassador
SSN: XXX-XX-6789
Date Of Birth: 1/2/1983
Street Address: 123 Main Street
Apt. Number:
City: Orange
State: CA
Zip Code: 92868
Employee Hire Date: 10/6/2014
Everify Details
Case Number: 2014279172803SD
Last User Action: Initial Verify
Current Case Status: Duplicate Case
Current Employment Status: Duplicate Case
Duplicate Case - View Case Details
The information you entered for this case matches information from another case entered by this employer.
Check that the following information is correct:
Last Name
First Name
Middle Initial
Maiden Name
Date of Birth
Social Security Number
If this information is:
Correct, click Continue.
NOT correct, update the appropriate field(s) and click Continue.
If the information entered is not correct and connot be updated, click Close Case.
If you created this case in error or no longer need to continue this verification, click Close Case.
First Name: Test
Middle Initial:
SSN: 123456789
Last Name: Ambassador
Maiden Name:
Birth Date: 01 02 1983
Back
Close Case
Continue

3. Follow the steps outlined in the previous "Continue Verification" and "Close Case" sections for steps following your selection.

## 5. Perform a Photo Match

The photo matching step occurs automatically when you create a case for an employee that presents a U.S. Passport or Passport Card, a Permanent Resident Card (Form I-551), or an Employment Authorization Document (Form I-766) for his or her Form I-9 documentation. This helps ensure that the documents provided are valid.

When the employee presents one of these documents and the Form I-9 information entered by the employer matches DHS records, the employee's photo automatically displays on the *VerifyNow!* screen.

1. Make a copy of the employee's document and retain it with the Form I-9 in order to match the photos. Please note that Roth Staffing Companies does not support photocopying Form I-9 documentation generally – this is the only exception. You must also print a copy of the Form I-9, so you can attach the copy of the document to it. Please store both the Form I-9 and copy of the List A documents in a secure Form I-9 file organized alphabetically by employee last name.

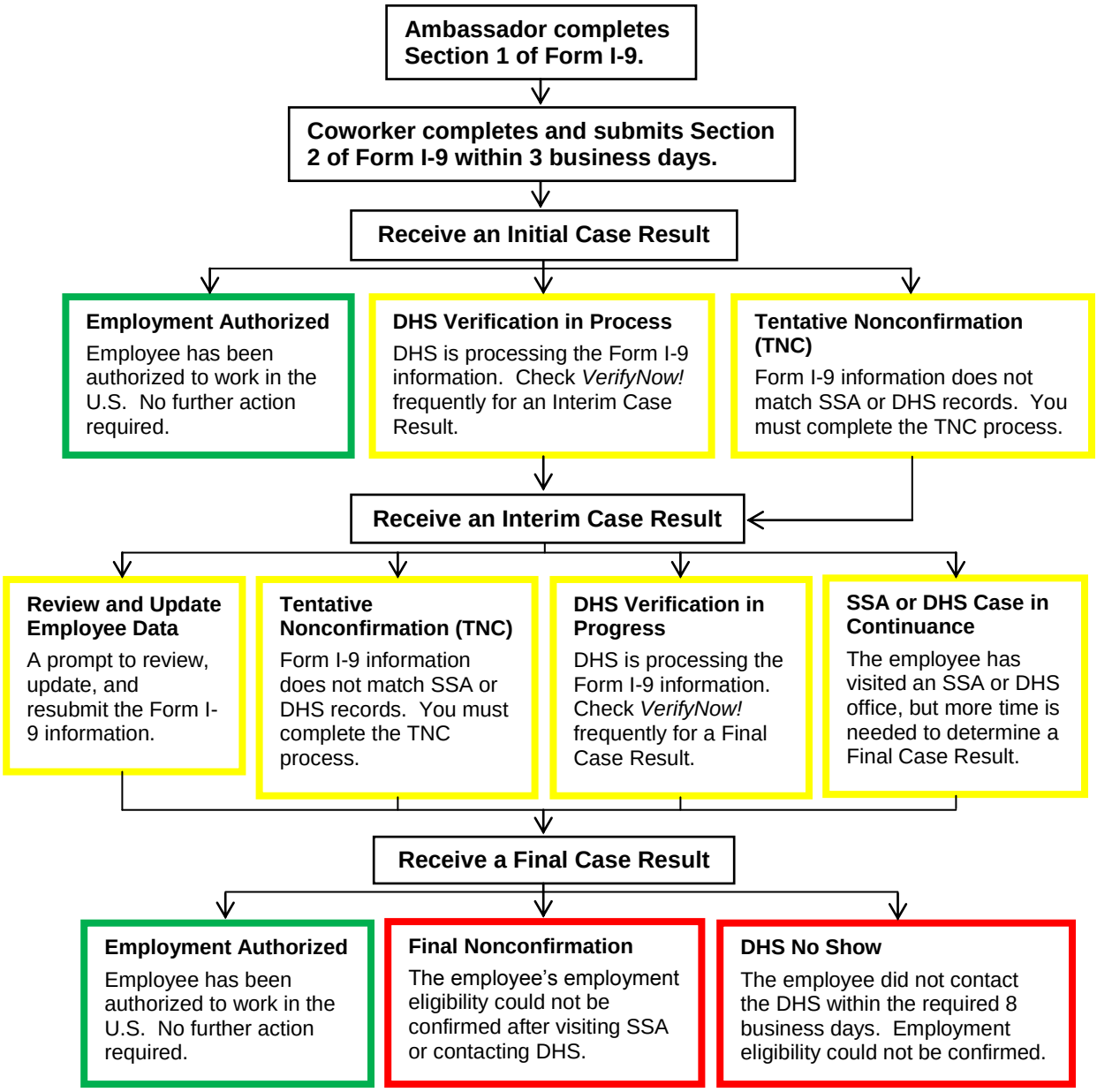
2. To match the photos, compare the photo displayed by *VerifyNow!* to the photo on the employee's document and determine if the photos are reasonably identical. This means that the photos should be identical when taking into account minor variances in shading and detail based upon the age and wear of the employee's document, the quality of your computer monitor, and the watermark on the photo in *VerifyNow!* to protect it from unlawful use. Do not compare the photo displayed by *VerifyNow!* to the employee directly.

3. When you have determined whether the photos match, click either the **Yes** or **No** radio button and click **Continue**.

**NOTE**: If a photo matching screen appears but no picture is included, select that the picture does match and click **Continue**.

## 6. Process Form I-9 Based on Case Result

Each *VerifyNow!* case will receive an initial case result which determines the necessary follow up action. Below is a flow chart of the initial, interim, and final case results that occur.


Ambassador completes Section 1 of Form I-9.
Coworker completes and submits Section 2 of Form I-9 within 3 business days.
Receive an Initial Case Result
Employment Authorized
Employee has been authorized to work in the U.S. No further action required.
DHS Verification in Process
DHS is processing the Form I-9 information. Check VerifyNow! frequently for an Interim Case Result.
Tentative Nonconfirmation (TNC)
Form I-9 information does not match SSA or DHS records. You must complete the TNC process.
Receive an Interim Case Result
Review and Update Employee Data
A prompt to review, update, and resubmit the Form I-9 information.
Tentative Nonconfirmation (TNC)
Form I-9 information does not match SSA or DHS records. You must complete the TNC process.
DHS Verification in Progress
DHS is processing the Form I-9 information. Check VerifyNow! frequently for a Final Case Result.
SSA or DHS Case in Continuance
The employee has visited an SSA or DHS office, but more time is needed to determine a Final Case Result.
Receive a Final Case Result
Employment Authorized
Employee has been authorized to work in the U.S. No further action required.
Final Nonconfirmation
The employee's employment eligibility could not be confirmed after visiting SSA or contacting DHS.
DHS No Show
The employee did not contact the DHS within the required 8 business days. Employment eligibility could not be confirmed.

## a. Case Error Codes

Verification in Process

Even prior to receiving an initial case result, you may receive an error code of "Verification in Process". This error occurs during the SSA or DHS check, meaning it can occur before you receive an initial case result, or at any point later in the process when the information is sent to the SSA or DHS for verification (for example, after the Review and Update Employee Data interim case result).

This error occurs when information is sent to the SSA or DHS to verify, but an error occurs on their end and the case must be queued until it can be processed. Because the error occurred at the SSA or DHS, there is nothing to do except wait until they return a case result.

**NOTE**: This error message does not mean that the employee is not eligible to work in the United States, and you cannot take adverse action against the employee at this time. Adverse action includes terminating, suspending, withholding pay or training, delaying a start, or otherwise limiting his or her employment.

1. If you receive a Verification in Process error message, click **Back** to return to the Active I9Forms tab.

I9Form Details
First Name:Don
Last Name: Jaque
SSN: XXX-XX-0008
Date Of Birth: 12/12/1989
Street Address: 123 Main Street
Apt. Number:
City: Orange
State: CA
Zip Code: 92868
Employee Hire Date: 7/9/2015
Everify Details
Case Number: 2015190162201PV
Last User Action: Initial Verify
Current Case Status: Verification in Process
Current Employment Status: Verification in Process
Verification In Process
This case has been submitted, but E-Verify needs additional time to verify the employment eligibility of this employee.
If you created this case in error and no longer need to continue this verification, click Close Case
Back
Close Case

2. The case will now have a status of "Waiting". Once the SSA or DHS processes the case, the status will update to "Action Required". Take next steps based on the case result returned.

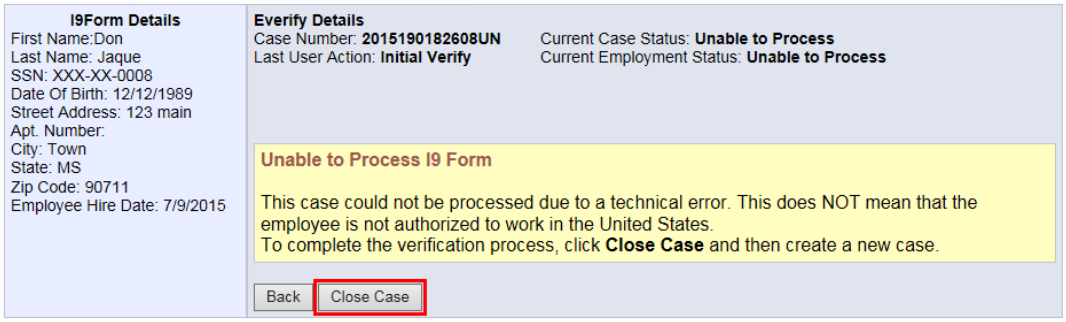
   **NOTE**: You should only close the case from the "Verification in Process" error message screen if the information entered into Section 1 or Section 2 of the Form I-9 is incorrect.

Unable to Process

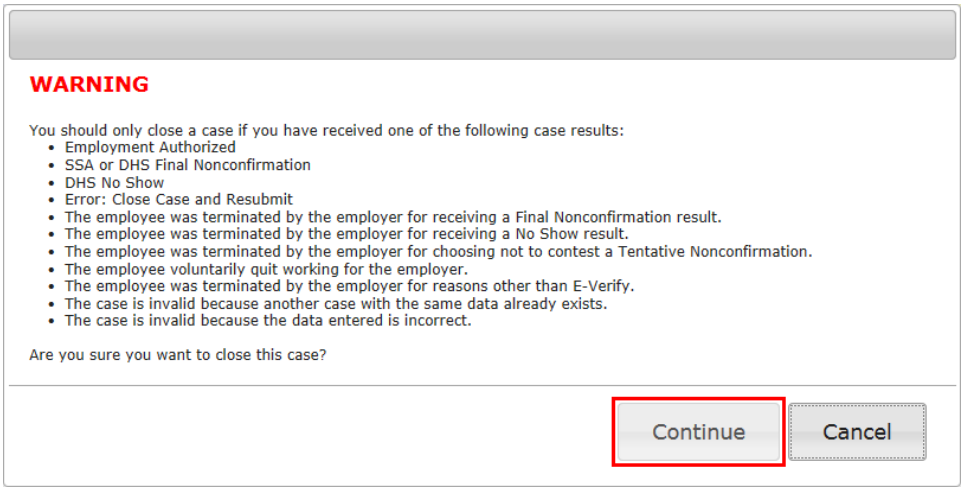
The Unable to Process error code occurs when a case is initially verified, but the SSA or DHS cannot process it. This error code can occur at any point in the process when an employee's information is sent to the SSA or DHS for verification. Because the error occurred at the SSA or DHS, you must close the case and open a new case for the employee.

**NOTE**: This error message does not mean that the employee is not eligible to work in the United States, and you cannot take adverse action against the employee at this time. Adverse action includes terminating, suspending, withholding pay or training, delaying a start, or otherwise limiting his or her employment.

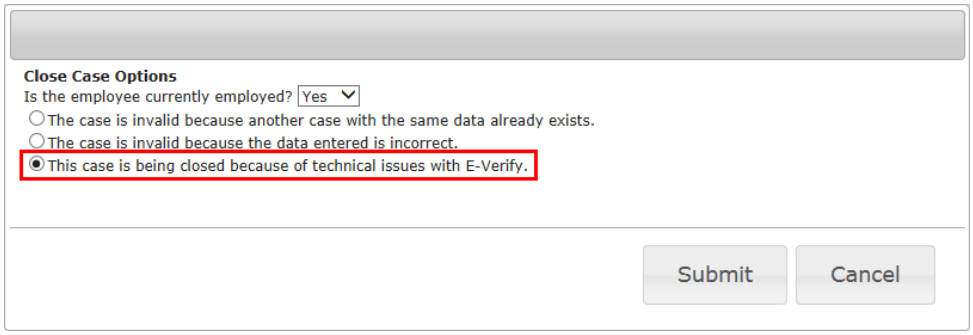
1. If you click on Action Required for a case and receive the Unable to Process error message, click **Close Case**.


I9Form Details
First Name:Don
Last Name: Jaque
SSN: XXX-XX-0008
Date Of Birth: 12/12/1989
Street Address: 123 main
Apt. Number:
City: Town
State: MS
Zip Code: 90711
Employee Hire Date: 7/9/2015
Everify Details
Case Number: 2015190182608UN
Last User Action: Initial Verify
Current Case Status: Unable to Process
Current Employment Status: Unable to Process
Unable to Process I9 Form
This case could not be processed due to a technical error. This does NOT mean that the employee is not authorized to work in the United States.
To complete the verification process, click Close Case and then create a new case.
Back
Close Case

2. Click **Continue** on the close case warning message.


WARNING
You should only close a case if you have received one of the following case results:
Employment Authorized
SSA or DHS Final Nonconfirmation
DHS No Show
Error: Close Case and Resubmit
The employee was terminated by the employer for receiving a Final Nonconfirmation result.
The employee was terminated by the employer for receiving a No Show result.
The employee was terminated by the employer for choosing not to contest a Tentative Nonconfirmation.
The employee voluntarily quit working for the employer.
The employee was terminated by the employer for reasons other than E-Verify.
The case is invalid because another case with the same data already exists.
The case is invalid because the data entered is incorrect.
Are you sure you want to close this case?
Continue
Cancel

3. Select **Yes** from the "Is the employee currently employed" dropdown menu, and select the "This case is being closed because of technical issues with E-Verify" close case reason.


Close Case Options
Is the employee currently employed? Yes
The case is invalid because another case with the same data already exists.
The case is invalid because the data entered is incorrect.
This case is being closed because of technical issues with E-Verify.
Submit
Cancel

**NOTE**: While the close case reason of "This case is being closed because of technical issues with E-Verify" is available if you select that the employee is no longer working, you should never select this combination. You cannot take adverse action against an employee who receives this error message. If the employee is no longer working for the customer for

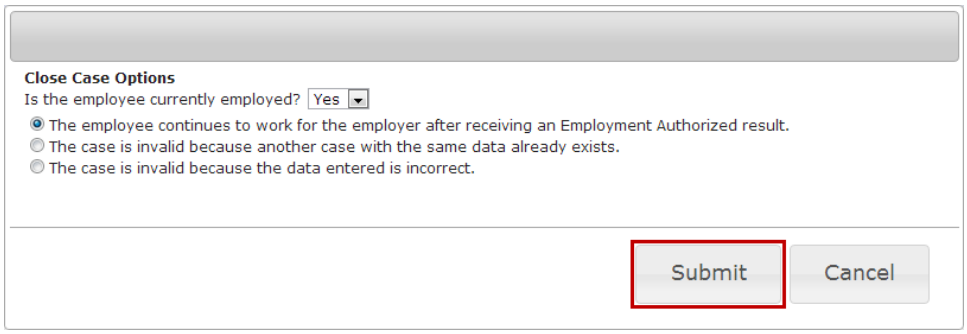
another reason (e.g. he or she chose to quit the assignment), you should select the appropriate close case reason for the situation.

## b. Initial Case Results

Employment Authorized

An **Employment Authorized** case result means all of the employee's information matches the SSA or DHS records and the employee is eligible to work in the United States. Even with an Employment Authorized case result, you must close the case to complete the process. Click **Close Case**.

Answer the two questions on the "Verification was a success, please close the case" screen and click **Submit**.


Close Case Options
Is the employee currently employed? Yes
The employee continues to work for the employer after receiving an Employment Authorized result.
The case is invalid because another case with the same data already exists.
The case is invalid because the data entered is incorrect.
Submit
Cancel

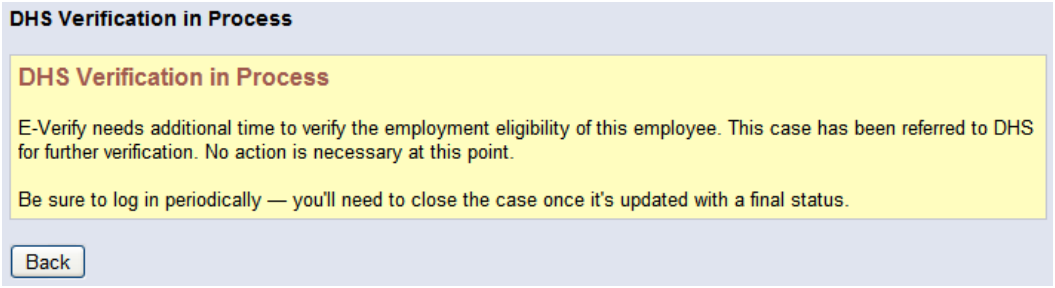
You will receive confirmation that the case has been closed. No further action is required.

Tentative Nonconfirmation (TNC)

A **Tentative Nonconfirmation (TNC)** case result means that the information from the Form I-9 differs from SSA and/or DHS records. *VerifyNow!* identifies the agency associated with the mismatch when the TNC result is provided. See instructions on how to deal with a TNC under **SSA or DHS Tentative Non-Confirmation** (page 21).

DHS Verification In Process

A **DHS Verification in Process** case result means that the information did not match DHS records. For example, the employee's SSN may be correct, but his or her other documents (Passport, I-776, I-551, etc.) did not match DHS.


DHS Verification in Process
DHS Verification in Process
E-Verify needs additional time to verify the employment eligibility of this employee. This case has been referred to DHS for further verification. No action is necessary at this point.
Be sure to log in periodically — you'll need to close the case once it's updated with a final status.
Back

These cases are automatically referred to the DHS for further verification. No action is required by you at this time. DHS will respond to most of these cases within 24 hours, although some responses take up to 3 federal government workdays. Use the **Active I9Forms** tab to check for a response daily: the status will change from "Waiting" to "Action Required" when the DHS responds.

| First Name | Last Name | SSN (Last 4 digits) | Employee Signature Date | Action | |
|---|---|---|---|---|---|
| Elain | Goodell | 6789 | 9/8/2011 | Action Required | Get Case Details \| View/Print |
| Tim | Saleh | 6789 | 4/30/2013 | Waiting | Get Case Details \| View/Print |

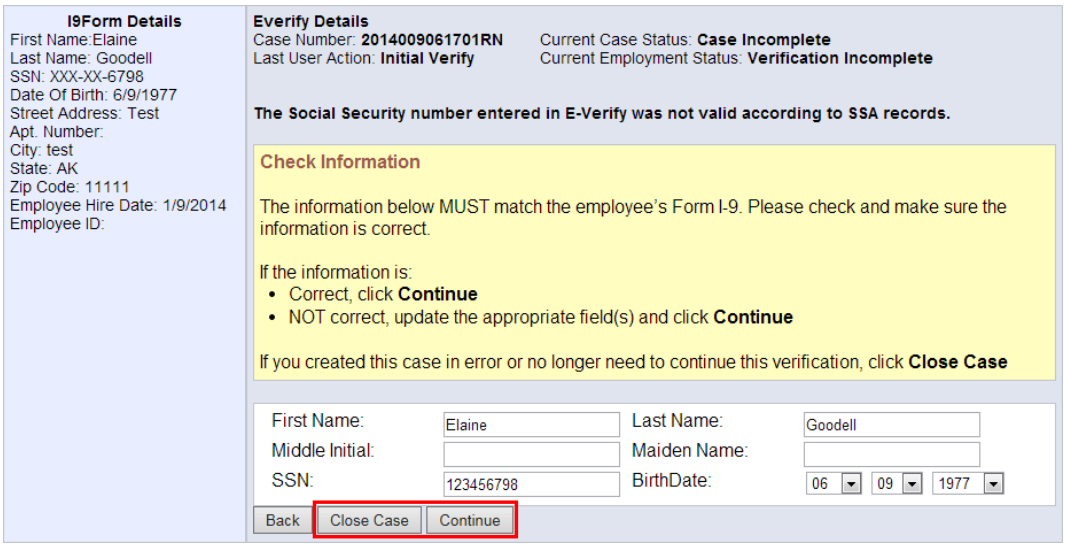
When the DHS does respond and provides you with an interim case result, complete the appropriate next steps.

## c. Interim Case Results

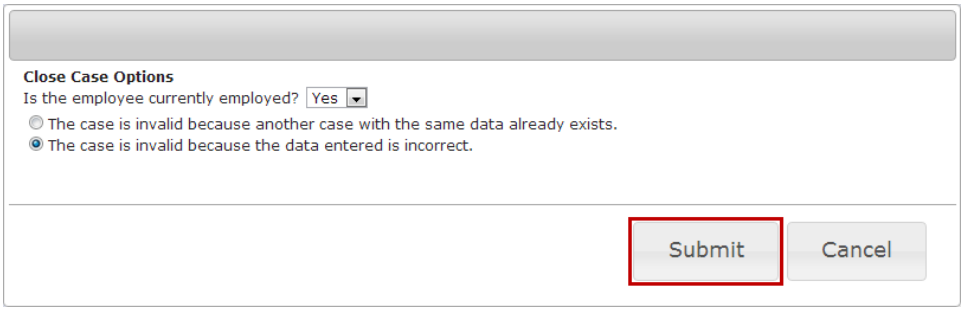
After the initial verification result, you will receive one of the following interim case results:

Review and Update Employee Data

When you submit a Form I-9 and information does not initially correspond with SSA or DHS records, a screen appears that says "The Social Security number entered in E-Verify is not valid according to SSA records" or "The employee's information did not match U.S. Department of Homeland Security (DHS) records." Confirm that the information is correct or edit any inaccurate information and click **Continue**. If the information still does not correspond with the SSA or DHS records, you will receive an SSA or DHS Tentative Nonconfirmation (TNC) case result.


I9Form Details
First Name:Elaine
Last Name: Goodell
SSN: XXX-XX-6798
Date Of Birth: 6/9/1977
Street Address: Test
Apt. Number:
City: test
State: AK
Zip Code: 11111
Employee Hire Date: 1/9/2014
Employee ID:
Everify Details
Case Number: 2014009061701RN
Current Case Status: Case Incomplete
Last User Action: Initial Verify
Current Employment Status: Verification Incomplete
The Social Security number entered in E-Verify was not valid according to SSA records.
Check Information
The information below MUST match the employee's Form I-9. Please check and make sure the information is correct.
If the information is:
Correct, click Continue
NOT correct, update the appropriate field(s) and click Continue
If you created this case in error or no longer need to continue this verification, click Close Case
First Name: Elaine
Last Name: Goodell
Middle Initial:
Maiden Name:
SSN: 123456798
BirthDate: 06 09 1977
Back
Close Case
Continue

**NOTE**: If the incorrect information is in a field that you cannot edit, click **Close Case**, select that the "case is invalid because the data entered is incorrect," and click **Submit**. Open a new case for the employee.

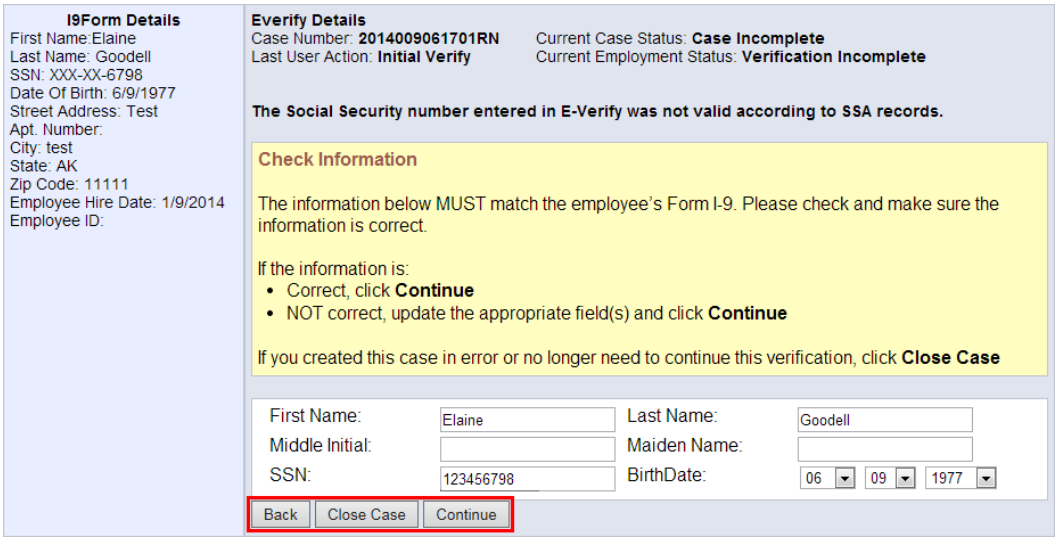

Close Case Options
Is the employee currently employed? Yes
The case is invalid because another case with the same data already exists.
The case is invalid because the data entered is incorrect.
Submit
Cancel

SSA or DHS Tentative Nonconfirmation (TNC)

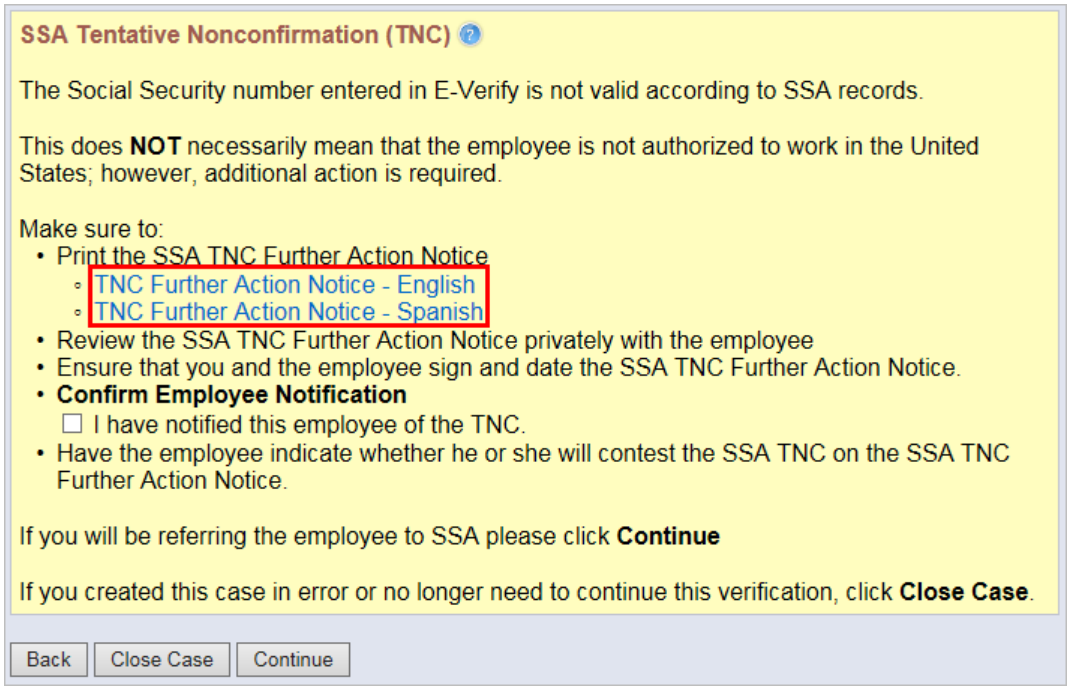
**A. SSA TNC**

An SSA TNC occurs when the social security number entered into *VerifyNow!* does not match SSA records.

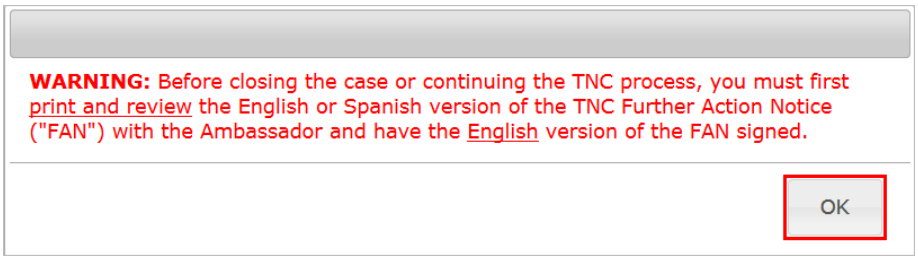
1. When you submit a Form I-9, you will first receive the Review and Update Employee Data screen that says "The Social Security number entered in E-Verify is not valid according to SSA records." Review the employee's information and click **Close Case**, **Continue**, or **Back**. If you click **Continue** and the information still does not correspond with the SSA, you will receive an SSA Tentative Nonconfirmation (TNC) case result.


I9Form Details
First Name:Elaine
Last Name: Goodell
SSN: XXX-XX-6798
Date Of Birth: 6/9/1977
Street Address: Test
Apt. Number:
City: test
State: AK
Zip Code: 11111
Employee Hire Date: 1/9/2014
Employee ID:
Everify Details
Case Number: 2014009061701RN
Current Case Status: Case Incomplete
Last User Action: Initial Verify
Current Employment Status: Verification Incomplete
The Social Security number entered in E-Verify was not valid according to SSA records.
Check Information
The information below MUST match the employee's Form I-9. Please check and make sure the information is correct.
If the information is:
Correct, click Continue
NOT correct, update the appropriate field(s) and click Continue
If you created this case in error or no longer need to continue this verification, click Close Case
First Name: Elaine
Last Name: Goodell
Middle Initial:
Maiden Name:
SSN: 123456798
BirthDate: 06 09 1977
Back
Close Case
Continue

2. Promptly notify the employee of the SSA TNC case result. Print out the TNC Further Action Notice in either English or Spanish by clicking on the PDF links provided.


SSA Tentative Nonconfirmation (TNC)
The Social Security number entered in E-Verify is not valid according to SSA records.
This does NOT necessarily mean that the employee is not authorized to work in the United States; however, additional action is required.
Make sure to:
Print the SSA TNC Further Action Notice
TNC Further Action Notice - English
TNC Further Action Notice - Spanish
Review the SSA TNC Further Action Notice privately with the employee
Ensure that you and the employee sign and date the SSA TNC Further Action Notice.
Confirm Employee Notification
I have notified this employee of the TNC.
Have the employee indicate whether he or she will contest the SSA TNC on the SSA TNC Further Action Notice.
If you will be referring the employee to SSA please click Continue
If you created this case in error or no longer need to continue this verification, click Close Case.
Back
Close Case
Continue

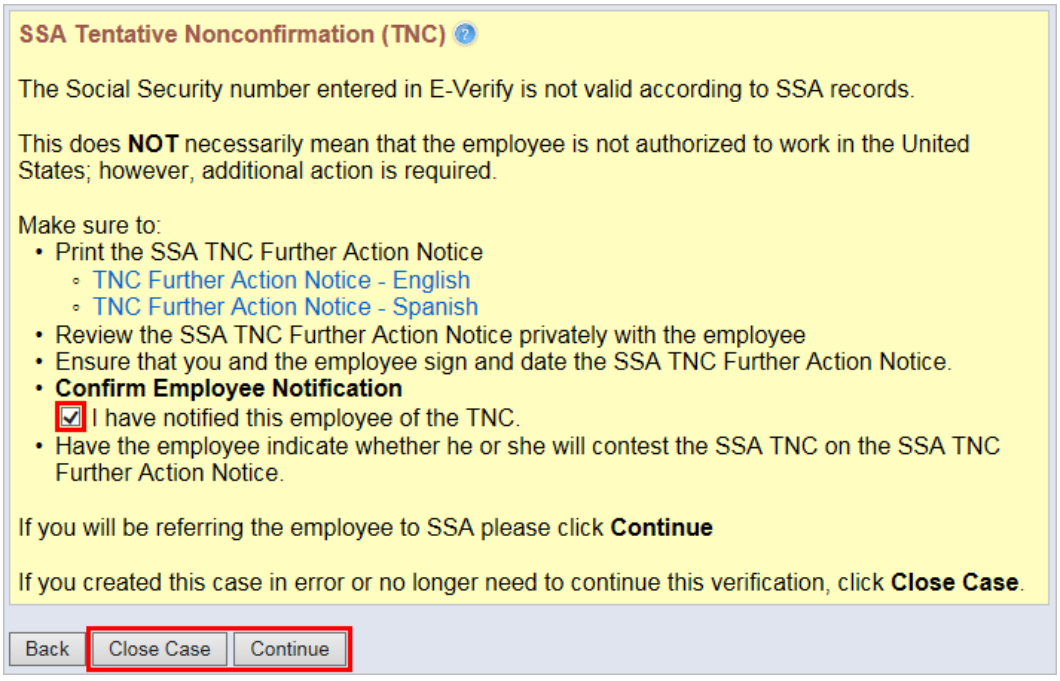
**NOTE**: You must print out the TNC Further Action Notice before continuing with the TNC process, regardless of whether the employee decides to contest or not contest the case result. If you try to close the case or continue the process without printing the TNC Further Action Notice, you will receive a warning message. Click OK to return to the screen and print the TNC Further Action Notice.


WARNING: Before closing the case or continuing the TNC process, you must first print and review the English or Spanish version of the TNC Further Action Notice ("FAN") with the Ambassador and have the English version of the FAN signed.
OK

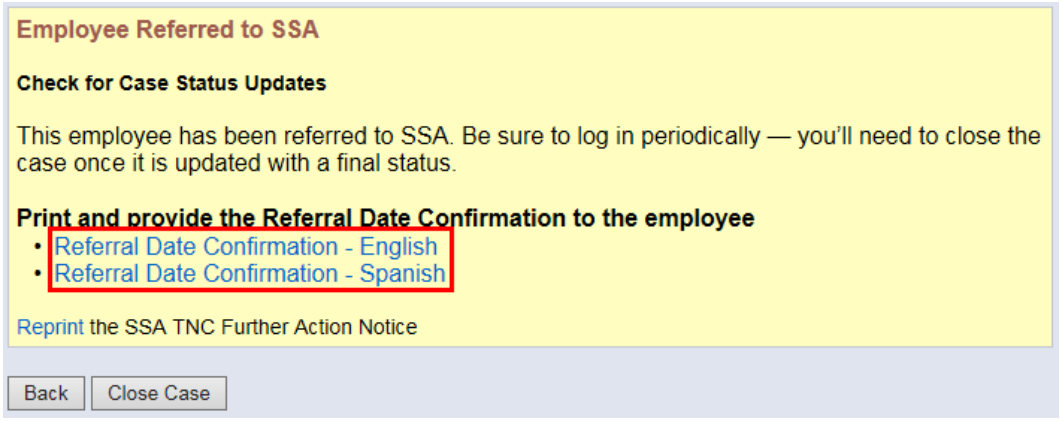
3. Both you and the employee must sign and date the TNC Further Action Notice. Make a copy of the Notice to give to the employee, and keep the original for your records.

4. Check the **I have notified this employee of the TNC** box and select an action based on the employee's decision to contest the results or not. If the employee chooses not to contest the results, click **Close Case**. By deciding not to contest the results, the employee acknowledges that you may terminate employment with no civil or criminal liability as noted in Article II, Section C – Responsibilities of the Employer (#6) in the MOU. If the employee chooses to accept the case result and take no further action, then you may terminate employment without penalty.

   If the employee decides to contest the results, click **Continue**.

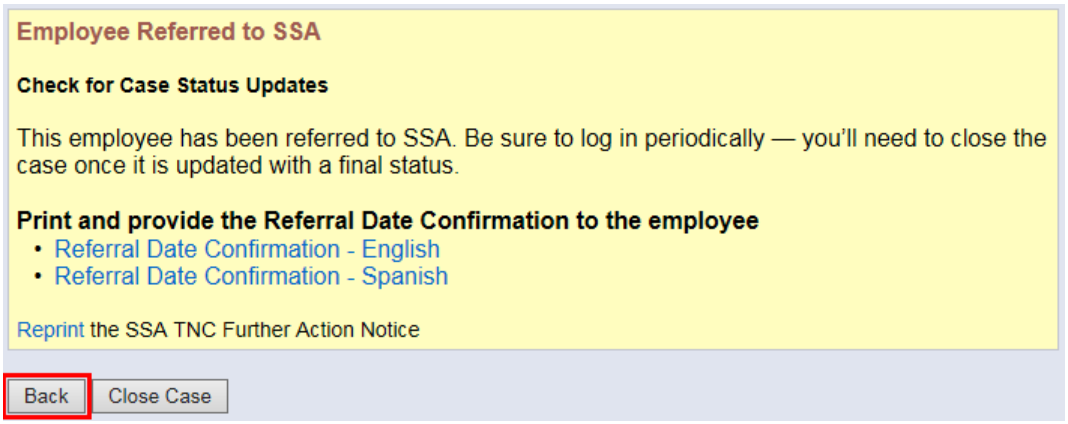

SSA Tentative Nonconfirmation (TNC)
The Social Security number entered in E-Verify is not valid according to SSA records.
This does NOT necessarily mean that the employee is not authorized to work in the United States; however, additional action is required.
Make sure to:
• Print the SSA TNC Further Action Notice
◦ TNC Further Action Notice - English
◦ TNC Further Action Notice - Spanish
• Review the SSA TNC Further Action Notice privately with the employee
• Ensure that you and the employee sign and date the SSA TNC Further Action Notice.
• Confirm Employee Notification
I have notified this employee of the TNC.
• Have the employee indicate whether he or she will contest the SSA TNC on the SSA TNC Further Action Notice.
If you will be referring the employee to SSA please click Continue
If you created this case in error or no longer need to continue this verification, click Close Case.
Back
Close Case
Continue

5. If you click **Continue**, a screen will appear confirming that the case has been referred to the SSA. Print out the SSA Referral Date Confirmation by clicking on one of the PDF links provided. The employee must have this letter to visit the SSA office and contest the case result.


Employee Referred to SSA
Check for Case Status Updates
This employee has been referred to SSA. Be sure to log in periodically — you'll need to close the case once it is updated with a final status.
Print and provide the Referral Date Confirmation to the employee
Referral Date Confirmation - English
Referral Date Confirmation - Spanish
Reprint the SSA TNC Further Action Notice
Back
Close Case

6. Review the Referral Date Confirmation privately with the employee and then sign it. The employee has 8 federal government business days to bring this letter to the SSA.

7. When you have finished reviewing the Referral Date Confirmation, click **Back**. The Form I-9 will now have a status of "Waiting."


Employee Referred to SSA
Check for Case Status Updates
This employee has been referred to SSA. Be sure to log in periodically — you'll need to close the case once it is updated with a final status.
Print and provide the Referral Date Confirmation to the employee
Referral Date Confirmation - English
Referral Date Confirmation - Spanish
Reprint the SSA TNC Further Action Notice
Back
Close Case

8. You will receive a final case result within 10 federal government workdays. Check daily for the result: the Form I-9 status will change from "Waiting" to "Action Required" when the SSA responds. Complete the appropriate next steps depending on the final case result.

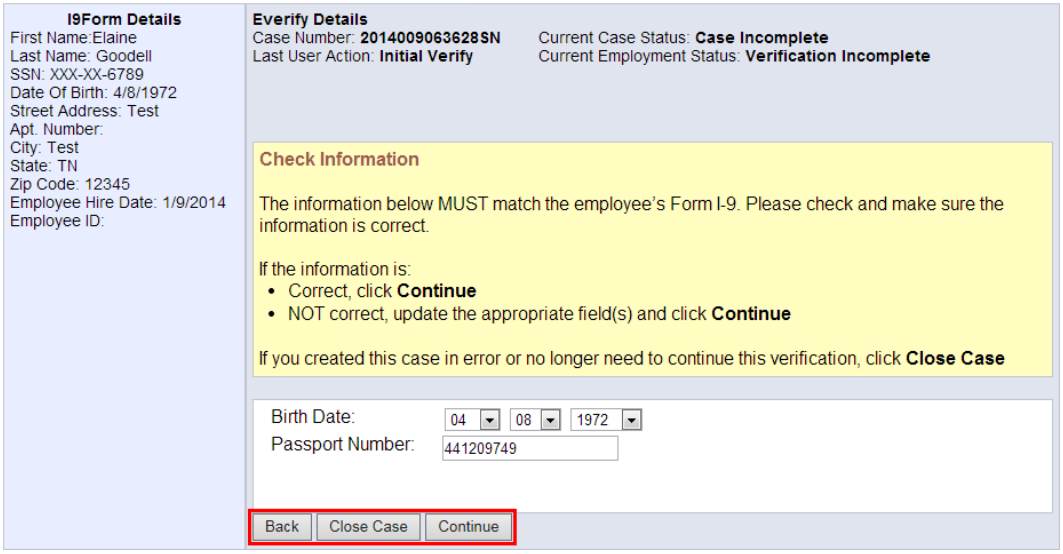
**B. DHS TNC**

A DHS TNC means that the information entered into *VerifyNow!* does not match DHS records; however, it does not mean that the employee is not authorized to work in the United States. A DHS TNC interim case result can occur if the employee's:

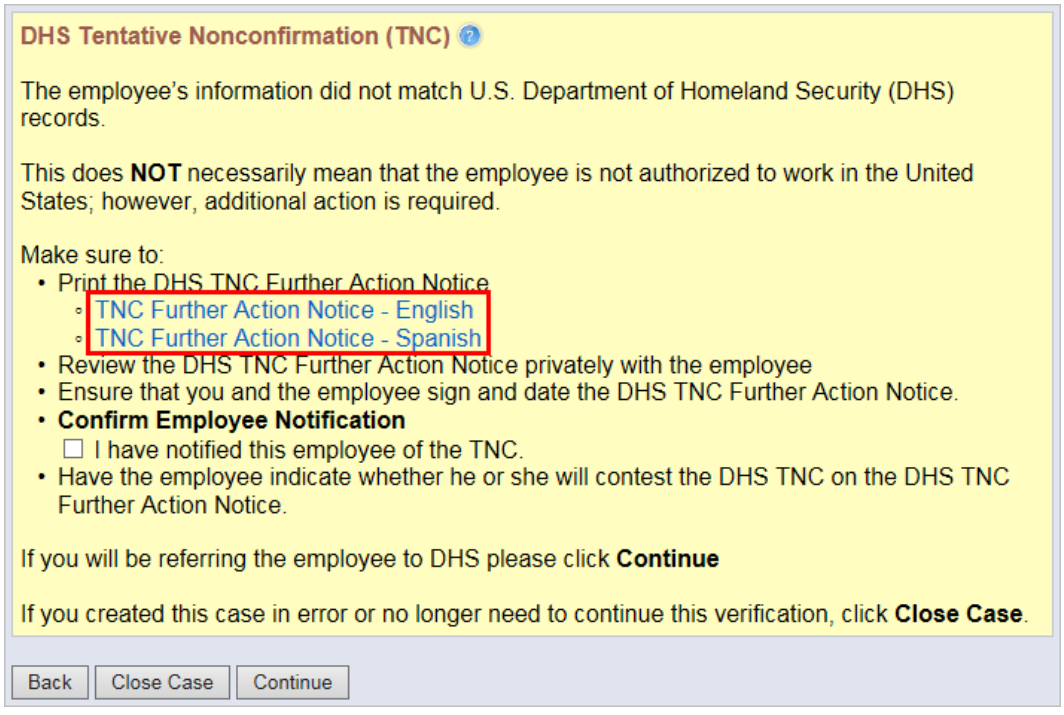
- Name, A-number, and/or I-94 number are incorrect in DHS records
- ID photo document differs from the photo in DHS records
- Information was not updated in the employee's DHS records
- Citizenship or immigration status changed

- Record contains another type of error

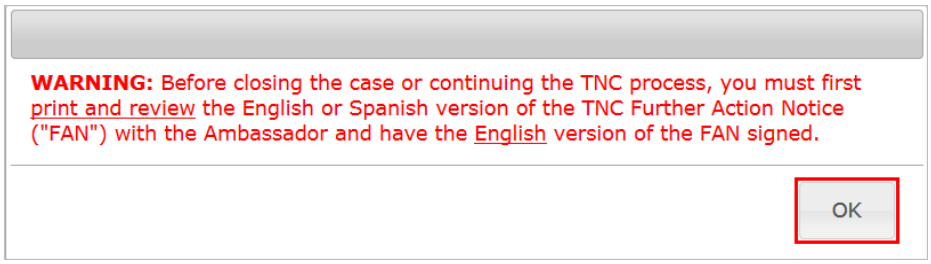
1. When you submit a Form I-9, you will first receive the Review and Update Employee Data screen. Review the information and click **Close Case**, **Continue**, or **Back**. If you clicked **Continue** and the document information still does not correspond with the DHS, you will receive a DHS Tentative Nonconfirmation (TNC) case result.


I9Form Details
First Name:Elaine
Last Name: Goodell
SSN: XXX-XX-6789
Date Of Birth: 4/8/1972
Street Address: Test
Apt. Number:
City: Test
State: TN
Zip Code: 12345
Employee Hire Date: 1/9/2014
Employee ID:
Everify Details
Case Number: 2014009063628SN
Last User Action: Initial Verify
Current Case Status: Case Incomplete
Current Employment Status: Verification Incomplete
Check Information
The information below MUST match the employee's Form I-9. Please check and make sure the information is correct.
If the information is:
Correct, click Continue
NOT correct, update the appropriate field(s) and click Continue
If you created this case in error or no longer need to continue this verification, click Close Case
Birth Date: 04 08 1972
Passport Number: 441209749
Back
Close Case
Continue

2. Promptly notify the employee of the DHS TNC case result. Print out the TNC Further Action Notice in either English or Spanish by clicking on the PDF links provided.


DHS Tentative Nonconfirmation (TNC)
The employee's information did not match U.S. Department of Homeland Security (DHS) records.
This does NOT necessarily mean that the employee is not authorized to work in the United States; however, additional action is required.
Make sure to:
Print the DHS TNC Further Action Notice
TNC Further Action Notice - English
TNC Further Action Notice - Spanish
Review the DHS TNC Further Action Notice privately with the employee
Ensure that you and the employee sign and date the DHS TNC Further Action Notice.
Confirm Employee Notification
I have notified this employee of the TNC.
Have the employee indicate whether he or she will contest the DHS TNC on the DHS TNC Further Action Notice.
If you will be referring the employee to DHS please click Continue
If you created this case in error or no longer need to continue this verification, click Close Case.
Back
Close Case
Continue

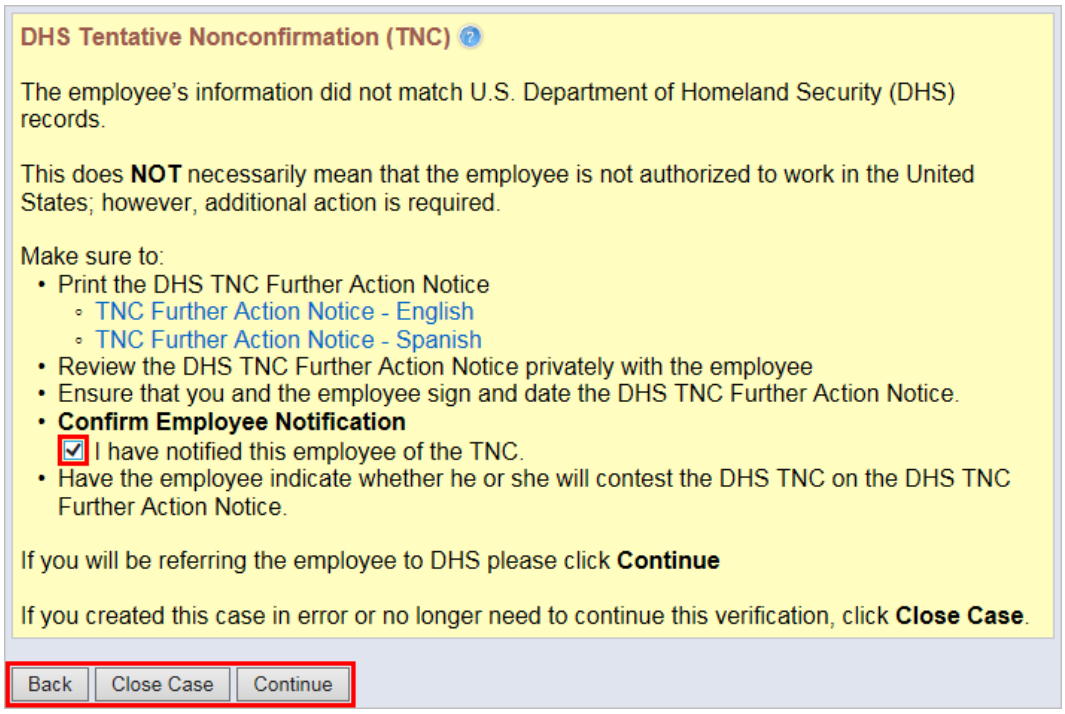
**NOTE**: You must print out the TNC Further Action Notice before continuing with the TNC process, regardless of whether the employee decides to contest or not contest the case result. If you try to close the case or continue the process without printing the TNC Further Action Notice, you will receive a warning message. Click OK to return to the screen and print the TNC Further Action Notice.


WARNING: Before closing the case or continuing the TNC process, you must first print and review the English or Spanish version of the TNC Further Action Notice ("FAN") with the Ambassador and have the English version of the FAN signed.
OK

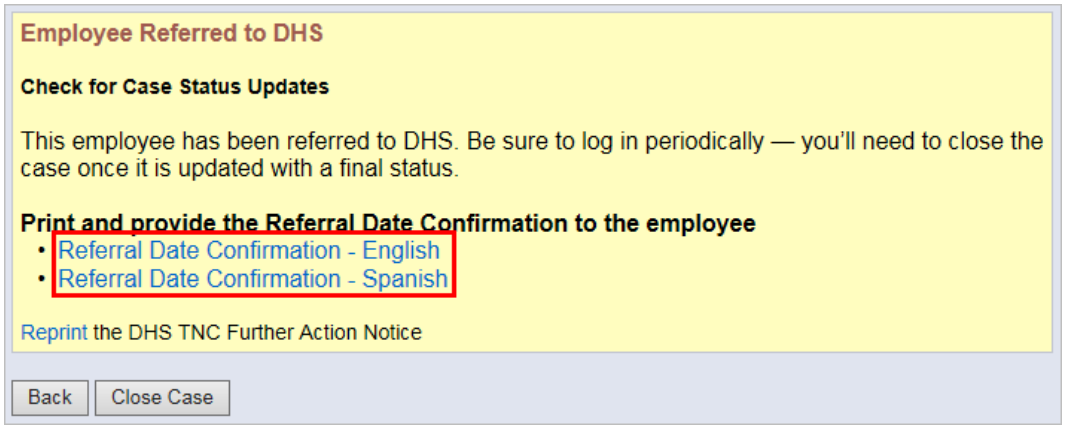
3. Both you and the employee must sign and date the TNC Further Action Notice. Make a copy of the TNC Further Action Notice to give to the employee, and keep the original for your records.

4. Check the **I have notified this employee of the TNC** box and select an action based on the employee's decision to contest the results or not. If the employee chooses not to contest the results, click **Close Case**. By deciding not to contest the results, the employee acknowledges that you may terminate employment with no civil or criminal liability as noted in Article II, Section C – Responsibilities of the Employer (#6) in the MOU. If the employee chooses to accept the case result and take no further action, then you may terminate employment without penalty.

   If the employee decides to contest the results, click **Continue**.

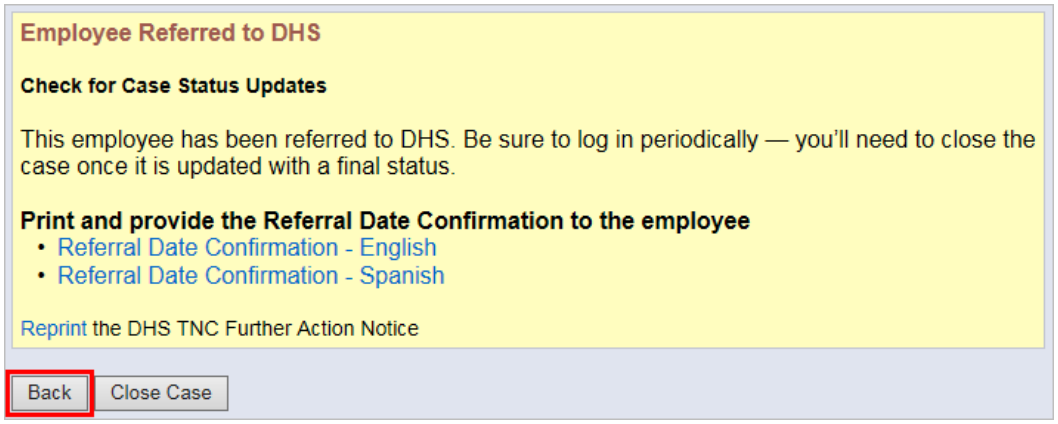

DHS Tentative Nonconfirmation (TNC)
The employee's information did not match U.S. Department of Homeland Security (DHS) records.
This does NOT necessarily mean that the employee is not authorized to work in the United States; however, additional action is required.
Make sure to:
• Print the DHS TNC Further Action Notice
◦ TNC Further Action Notice - English
◦ TNC Further Action Notice - Spanish
• Review the DHS TNC Further Action Notice privately with the employee
• Ensure that you and the employee sign and date the DHS TNC Further Action Notice.
• Confirm Employee Notification
I have notified this employee of the TNC.
• Have the employee indicate whether he or she will contest the DHS TNC on the DHS TNC Further Action Notice.
If you will be referring the employee to DHS please click Continue
If you created this case in error or no longer need to continue this verification, click Close Case.
Back
Close Case
Continue

5. If you click **Continue**, a screen will appear confirming that the case has been referred to the DHS. Print out the DHS Referral Date Confirmation by clicking on one of the PDF links provided. The employee must have this letter to visit the DHS office and contest the case results.


Employee Referred to DHS
Check for Case Status Updates
This employee has been referred to DHS. Be sure to log in periodically — you'll need to close the case once it is updated with a final status.
Print and provide the Referral Date Confirmation to the employee
Referral Date Confirmation - English
Referral Date Confirmation - Spanish
Reprint the DHS TNC Further Action Notice
Back
Close Case

6. Review the Referral Date Confirmation privately with the employee and then sign it. The employee has 8 federal government business days to bring this letter to the DHS.

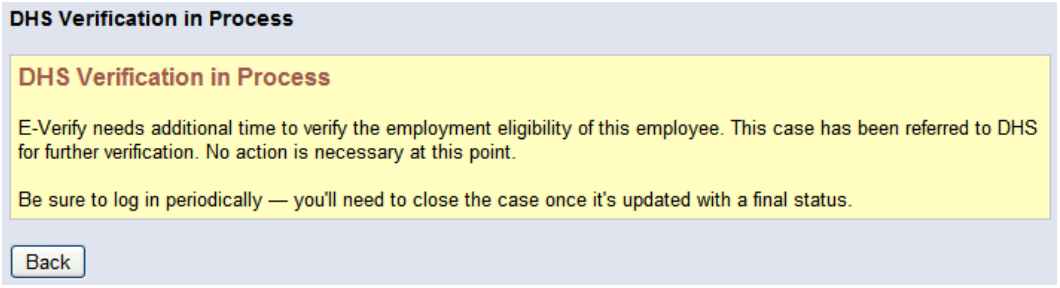
7. When you have finished reviewing the Referral Date Confirmation, click **Back**. The Form I-9 will now have a status of "Waiting."


Employee Referred to DHS
Check for Case Status Updates
This employee has been referred to DHS. Be sure to log in periodically — you'll need to close the case once it is updated with a final status.
Print and provide the Referral Date Confirmation to the employee
Referral Date Confirmation - English
Referral Date Confirmation - Spanish
Reprint the DHS TNC Further Action Notice
Back
Close Case

8. You will receive a final case result within 10 federal government workdays. Check daily for the result: the Form I-9 status will change from "Waiting" to "Action Required" when the DHS responds. Complete the appropriate next steps depending on the final case result.

DHS Verification in Process

A **DHS Verification in Process** case result means that the information did not match DHS records. For example, the employee's SSN may be correct, but his or her other documents (Passport, I-776, I-551, etc.) did not match DHS.


DHS Verification in Process
DHS Verification in Process
E-Verify needs additional time to verify the employment eligibility of this employee. This case has been referred to DHS for further verification. No action is necessary at this point.
Be sure to log in periodically — you'll need to close the case once it's updated with a final status.
Back

These cases are automatically referred to the DHS for further verification. No action is required by you at this time. DHS will respond to most of these cases within 24 hours, although some responses take up to 3 federal government workdays. Use the **Active I9Forms** tab to check for a response daily: the status will change from "Waiting" to "Action Required" when the DHS responds.

| First Name | Last Name | SSN (Last 4 digits) | Employee Signature Date | Action | |
|---|---|---|---|---|---|
| Elain | Goodell | 6789 | 9/8/2011 | Action Required | Get Case Details \| View/Print |
| Tim | Saleh | 6789 | 4/30/2013 | Waiting | Get Case Details \| View/Print |

When the DHS responds with a final case result, complete the appropriate next steps.

SSA or DHS Case in Continuance

A **SSA or DHS Case in Continuance** case result means the employee has visited a Social Security Administration field office and/or contacted the U.S. Department of Homeland Security, but more time is needed to determine a final case result. The reason SSA or DHS needs more time varies with each situation. Check *VerifyNow!* daily until you receive a final case result.

## d. Final Case Results

Employment Authorized

After the SSA or DHS received further information from the employee, the employee's employment eligibility has been confirmed. In the "Active I9Forms" tab, the status will read "Action Required." Click on the status to open the employee's case result and close the case.

SSA or DHS Final Nonconfirmation

A final case result of **SSA or DHS Final Nonconfirmation** means that *VerifyNow!* cannot verify an employee's employment eligibility even after an employee visited a Social Security Administration field office or contacted the U.S. Department of Homeland Security during the Tentative Nonconfirmation (TNC) referral process. Once an SSA or DHS Final Nonconfirmation result occurs, you must close the case in *VerifyNow!*.

You may terminate employment based on a case result of SSA or DHS Final Nonconfirmation with no civil or criminal liability as noted in Article II, Section C – Responsibilities of the Employer (#6) in the E-Verify Memorandum of Understanding for Employers (MOU).

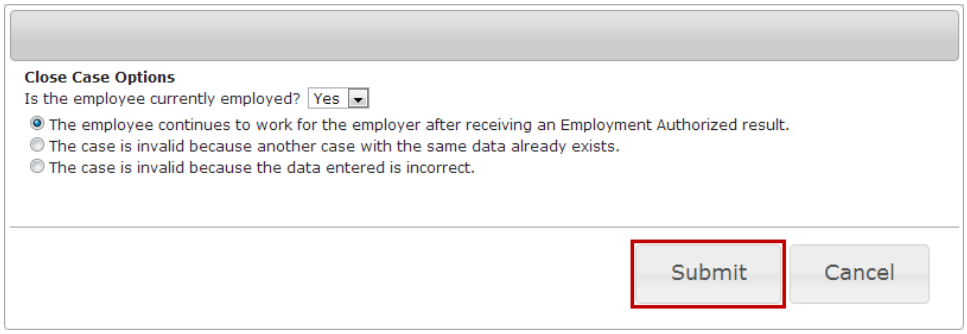
DHS No Show

A final case result of **DHS No Show** means that the employee did not contact the DHS within the required 8 federal government business days. A DHS No Show case result is considered a Final Nonconfirmation, meaning you must close the case in *VerifyNow!*.

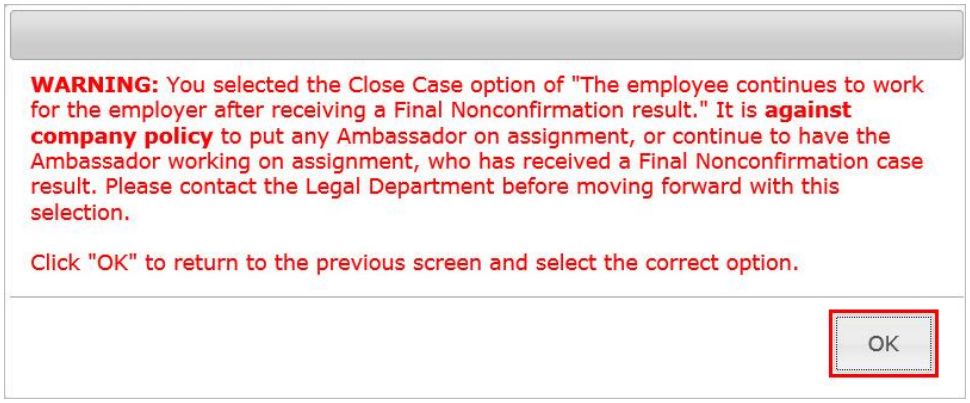
You may terminate employment based on a case result of DHS No Show with no civil or criminal liability as noted in Article II, Section C – Responsibilities of the Employer (#6) in the E-Verify Memorandum of Understanding for Employers (MOU).

## 7. Close the Case

Every case, no matter the result, must be finalized and closed. When you click on "Close Case," a screen will appear asking whether the employee is still employed and the reason for closing the case. Answer the questions accordingly and click **Submit** to complete the verification process.


Close Case Options
Is the employee currently employed? Yes
The employee continues to work for the employer after receiving an Employment Authorized result.
The case is invalid because another case with the same data already exists.
The case is invalid because the data entered is incorrect.
Submit
Cancel

**NOTE**: If you select that the employee is still working, and select the radio button for "The employee continues to work for the employer after receiving a Final Nonconfirmation result", you will receive a warning message. It is against company policy to continue to employ an employee who receives a Final Nonconfirmation case result, and you must discuss this decision with the Legal Department before moving forward. Click OK on this warning message to return to the screen and make the correct selection.


WARNING: You selected the Close Case option of "The employee continues to work for the employer after receiving a Final Nonconfirmation result." It is against company policy to put any Ambassador on assignment, or continue to have the Ambassador working on assignment, who has received a Final Nonconfirmation case result. Please contact the Legal Department before moving forward with this selection.
Click "OK" to return to the previous screen and select the correct option.
OK

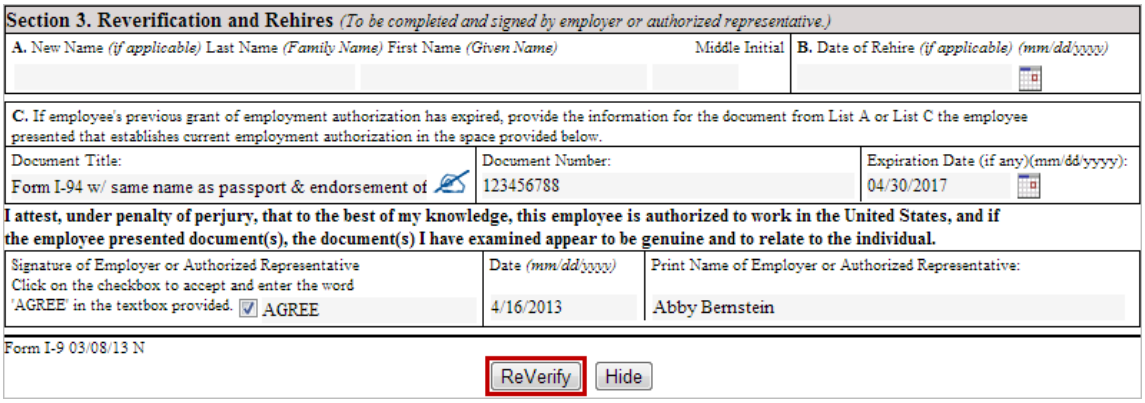
# 8. Re-verify an Employee

If an employee's documentation for work eligibility expires, then the employee's work eligibility needs to be re-verified. This case currently only occurs with temporary work documentation, such as an I-776, I-94, and DS-2019.

1. To re-verify an employee, click on the **Active I9 Forms** tab and use the dropdown menu to select your branch.

2. All employees whose documentation will expire soon will have "Reverify" under the Action column. Locate the appropriate Form I-9 and click **Reverify**.

3. Fill out and update the information in Section 3 accordingly, provide an electronic signature, and click **ReVerify**.


Section 3. Reverification and Rehires (To be completed and signed by employer or authorized representative.)
A. New Name (if applicable) Last Name (Family Name) First Name (Given Name) Middle Initial
B. Date of Rehire (if applicable) (mm/dd/yyyy)
C. If employee's previous grant of employment authorization has expired, provide the information for the document from List A or List C the employee presented that establishes current employment authorization in the space provided below.
Document Title:
Form I-94 w/ same name as passport & endorsement of
Document Number:
123456788
Expiration Date (if any)(mm/dd/yyyy):
04/30/2017
I attest, under penalty of perjury, that to the best of my knowledge, this employee is authorized to work in the United States, and if the employee presented document(s), the document(s) I have examined appear to be genuine and to relate to the individual.
Signature of Employer or Authorized Representative
Click on the checkbox to accept and enter the word 'AGREE' in the textbox provided.
AGREE
Date (mm/dd/yyyy)
4/16/2013
Print Name of Employer or Authorized Representative:
Abby Bernstein
Form I-9 03/08/13 N
ReVerify
Hide

**NOTE**: *VerifyNow!* DOES NOT use the E-Verify system to verify new documents presented for re-verification. It is currently up to the user/employer to make sure these documents are accurate and complete. Re-verifying through *VerifyNow!* ONLY updates document information and does not verify new work eligibility.

# Case Action Statuses Guide

**Verify**: The verification process has not started and Section 2 of the Form I-9 needs to be completed.

**Action Required**: Either the SSA or DHS has returned a result for the case or the case is unfinished. In either situation, the case still needs to be closed.

**Reverify**: The work eligibility documentation has expired and needs to be updated and re-verified.

**Waiting**: The case is waiting for an SSA or DHS result. Refer back to this case daily until an "Action Required" action is in its place.

**View**: Clicking on this action allows the user to view a completed Form I-9 for reference.

**Queued**: This is a rare status that occurs when the user submits a case but the E-Verify system that *VerifyNow!* uses is down. As a result, the case will automatically be put in a submittal queue for when the system is back up, meaning *VerifyNow!* will continue trying to verify eligibility every 15 minutes or so. When the system is back up, the case will go through the verification process until a result successfully occurs. If for some reason a case remains in queue for too long, close the case and complete a new Form I9 to start the process again.

# Frequently Asked Questions

**Is the employee required to enter a Social Security Number in Section 1?**
While a Social Security Number is not typically required on Form I-9s, it is required for all of our employees because we are an E-Verify employer. If an employee does not have a Social Security Number, they must apply and receive one before they can work for our company.

**Is the employee required to enter an email address and phone number?**
While the new Form I-9 now includes fields for both email address and phone number, they are not required fields and can be left blank. If the employee enters an email address, he or she will receive email notifications during the process.

**What is the "Other Names" field for?**
If an employee experienced any sort of name change, this field allows them to enter a maiden name or previous name. Entering maiden names can expedite the verification process, as E-Verify checks work eligibility for this name as well, and may return a Final Confirmation instead of an SSA/DHS TNC.

**My employee has an address and phone number from Canada or Mexico. Can they still fill out the Form I-9?**
Yes, the Form I-9 has been updated to accept phone number formats from Canada and Mexico, and both Canada and Mexico appear in the "State" dropdown menu so that you can enter the address.

**How can I tell the difference between an alien number and a Form I-94 number?**
The easiest way to tell the difference between them is that an alien number is 9-digits long, while the Form I-94 number is 11-digits long.

**My employee provided a Permanent Resident Card that says "Signature Waived" instead of displaying the employee's signature. Is this document legitimate?**
The U.S. Citizenship and Immigration Services waives the signature for certain people, including people entering the United States for the first time as lawful permanent residents after obtaining an immigrant visa abroad from a U.S. Embassy or consulate. If an employee's Permanent Resident Card says "Signature Waived", it is still a legitimate document and can be used as proof of identity and work authorization.

**If my employee's citizenship status is "Alien authorized to work", do they need to enter their passport information?**
The employee can choose to enter their passport information, but can choose to enter their alien registration number instead. If they do so, they will need to enter "N/A" in the passport number field and leave the country of issuance dropdown menu in the default "Select Country of Issuance".

**Why are there three sets of List A document fields?**
In certain situations, employees will be required to provide more than one List A document, and this allows you to enter the information for all of these documents. The only situations that require all three sets are for students with a J-1 study abroad student visa or an F-1 foreign exchange student visa, which require that you enter their passport, Form I-94, and J-1 or F-1 document information. For more information on the various forms of documentation and where they should be entered, please refer to the "Form I-9 and E-Verify Documentation Guide" located in the RothNET Library at Branch Operations > E-Verify – VerifyNow! > User Guides.

**When should I reverify an employee's documents?**
The VerifyNow! system will tell you when an employee's documents are about to expire and require reverification when "Reverify" appears next to an employee's name. You should never decide to reverify an employee's documents, even if they recently experienced a name change, unless the VerifyNow! system tells you to do so. Also, some documents will never require reverification, such as a permanent resident card or a U.S. Passport. **It is against the law to reverify documentation that has not expired or will never expire, and it is important that you only reverify those documents that VerifyNow! tells you to**.

**My employee provided a replacement receipt for a lost Social Security Card, but doesn't have a copy of the new Social Security Card itself. Can I accept the receipt?**
Receipts can be accepted in certain situations, but must be for the replacement for an *existing* document, not for an application for a *new* document. This difference is important because a receipt for the replacement of an existing document means that the employee was approved for the document previously. A receipt for an application for a new document doesn't guarantee that the employee will receive the official document. Please refer to the table of acceptable receipts in the "Form I-9 and E-Verify Documentation Guide" located in the RothNET Library at Branch Operations > E-Verify – VerifyNow! > User Guides.

**What if the employee is in the middle of a name change when I process their Form I-9?**
If the employee has not officially changed their name yet, enter their name as it is listed on their documentation. Once they have been verified to work, you do not need to go back and update the Form I-9 with their new name. If their documents have to be reverified at some point, use the employee's new name as it is listed on their new documentation when entering it in Section 3.
**The employee presented a Social Security Card that says it is not valid for employment or valid for employment only with DHS approval. Can I still use this as a List C document?**
Any Social Security Card that says "Not valid for employment", "Valid for work only with INS authorization", or "Valid for work only with DHS authorization" are for identification purposes only,

and are not a valid List C document to verify employment eligibility. The employee must present you with a different List C document for verification.

**Can abbreviations be used when filling out Section 2?**
When entering the issuing authority for the employee's documents, you can use "SSA" for Social Security Administration and "DHS" for Department of Homeland Security. For any other issuing authority, however, you must spell it out completely. You must also spell out your full title when entering your signature at the end of Section 2 (i.e. Business Solutions Specialist versus BSS).

**What if I am presented with documents that don't look legitimate?**
Use your best judgment when you receive documents that might not be legitimate. If there are glaring issues that tell you that it is false right away, you can tell the employee that you cannot accept this document and ask that they provide you with a different document. If you think that the document may not be legitimate but cannot be sure, contact the E-Verify team at everify@rothstaffing.com.

**Where can I access the VerifyNow! Compliance Report, and what is the significance of the information on this report?**
The VerifyNow! Compliance Report is located on Crystal at the following path: StaffSuite52(Production) > Custom > Branch Compliance > VerifyNow! Compliance Report By Branch.

This report cross references the Ambassadors on assignment in StaffSuite with their VerifyNow! final case result from E-Verify. Any Ambassadors who are on assignment without an Employment Authorized final case result will be flagged for you to resolve. Those that received a Final Nonconfirmation need to be taken off of assignment and terminated immediately, as they are not authorized to work in the U.S. Those with an SSA or DHS TNC, or any other interim case result, should continue working while you resolve their case with the SSA or DHS. Once you receive a final case result you must act accordingly. It is against the law to employee an individual who has not been verified to work in the U.S. and you must act on the information on your report immediately. For more information on accessing this report and acting on the report information, please refer to the *VerifyNow!* Compliance Report QRG located in the RothNET library at the following path: Branch Operations > E-Verify – VerifyNow! > User Guides.

**Can I make photocopies of the documents that the employee presents?**
Our company policy dictates that we are not to make any copies of the documentation presented by an employee during the *VerifyNow!* process. However, if the employee presents a U.S. Passport, a U.S. Passport Card, a Permanent Resident Card (Form I-551), or an Employment Authorization Document (Form I-766) as their List A document, you must make a copy of the document during the Photo Match step, print a copy of their completed Form I-9, and retain both in a Form I-9 file sorted alphabetically by employee last name. You must also complete these steps for all employees hired in the state of Colorado, regardless of the documents presented, per Colorado state law.

**My employee received a Tentative Nonconfirmation (TNC) case result. What do I do now?**
The question mark buttons located on both the SSA and DHS Tentative Nonconfirmation screens provide you with instructions and screen shots for exactly how to process a TNC in *VerifyNow!*. If you have questions after reviewing these documents, please email everify@rothstaffing.com.

If you have any questions regarding *VerifyNow!* use or procedures, please submit a Help Desk ticket or email everify@rothstaffing.com.